

SPSO decision report

Case: 201700908, Argyll Community Housing Association
Sector: housing associations
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Mr C complained that the housing association did not investigate his complaints of damp in line with their obligations. He also complained that the association delayed taking action to address the issues of damp which he reported. The association responded by advising that they were seeking to install passive vents in the property, drill into the internal walls to measure moisture levels, and install data loggers to monitor any difference or improvement when the vents were installed. Delays occurred before this was done, with the association advising they could not obtain access to the property. Mr C disputed this.

We gathered information from Mr C and the association. We found that Mr C had raised this issue and that the initial inspection from the association was within the timescales set out in their repairs and maintenance policy. The association then cited problems accessing Mr C's property to carry out installation work and more intrusive inspections. We had no way of determining whether Mr C was or was not allowing access to his property. However, given the continuing engagement between both parties, and the non-urgent nature of the damp problem, we were of the view it was reasonable that the association continued to correspond with Mr C rather than forcing entry to the property as their repairs policy allows. Based on the initial, prompt response to the repair request, and given that we could not resolve the dispute between both parties over access to the property, we did not uphold either of Mr C's complaints.