

## SPSO decision report

**Case:** 201706293, River Clyde Homes  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Decision:** resolved, no recommendations

### Summary

Ms C complained that the housing association failed to complete repairs in a reasonable timeframe.

Ms C was required to move to allow the repairs to be actioned, but did not believe that the association were following their decant policy correctly as she was on the waiting list for a bigger property, but they were going to decant her to one the same size as her current home.

The main outcome she was seeking was to be moved to a new property, which she was aware was about to be let. We agreed to investigate Ms C's complaints and notified the association. Their reply included confirmation that Ms C had bid for the property she wanted to move to and had been successful, with a move in date having been set. We attempted to contact Ms C to confirm if this fully resolved her complaint, but could not make contact with her despite several attempts by phone. We contacted her by email with a deadline for response. As we did not hear back from Ms C, we closed the complaint as resolved.