

SPSO decision report

Case: 201707293, Spire View Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Ms C complained that the housing association had failed to take adequate steps to address cold and damp in her property. She also said that they had failed to handle an insurance claim properly and that they had not responded to her complaints appropriately.

We found that Mrs C wanted us to investigate issues with the association dating back a number of years and it was explained to her that this was not possible. We found that Ms C's latest complaint had been responded to fully and timeously, including a meeting with the association's Depute Director. Some of the issues Ms C was raising pre-dated the introduction of the model complaints handling procedure, and the association were able to evidence that their practice and policy had changed substantially in this regard. The association acknowledged delays in the handling of Ms C's insurance claim, however, they were able to show that these were down to failings on the part of the insurance company and the length of time which had passed before Ms C made the claim. The investigation showed that the association had pursued the claim diligently, including raising formal complaints about the delay. Overall we found the association had acted reasonably. We did not uphold the complaint.