

SPSO decision report

Case: 201804021, Sanctuary (Scotland) Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Decision: upheld, recommendations

Summary

Ms C complained about the time taken to remedy problems with her heating system. Ms C had experienced a number of problems with her heating system over a period of several months.

We found that some issues, while related to the heating system, were new and distinct from earlier problems and that a number of issues were responded to promptly. However, we also found occasions where engineers failed to attend and repairs took too long. On balance, we upheld Ms C's complaint.

Recommendations