

## SPSO decision report



**Case:** 202503318, Sanctuary Cumbernauld  
**Sector:** Housing Associations  
**Subject:** Mould / damp  
**Decision:** resolved, no recommendations

### Summary

C complained about the condition of their adult child (A)'s property. C said that the house was impossible to heat, and constantly cold and damp. Following our decision to move the case to investigation, the association offered A a new flat. C was happy with this outcome and we closed the complaint as resolved.