

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.