

You Said, We Did

We want to show you how making a complaint can help improve our service.

YOU SAID:

Mr X is an Owner of a property which Paisley South Property Services (PSPS) Factor. The property is in a tenement close which has a PHA Property above Mr X's property.

Mr X complained to PSPS that PHA had failed to remove bulk items from the close within the agreed timescale and PHA failed to carry out repairs to their property which resulted in water leaking into Mr X's property.

WE DID:

Mr X contacted our Factoring Officer who investigated the complaint. The conclusion was that Mr X's complaint was partially upheld. The bulk items had not been removed as the Contractor had staffing and vehicular issues which resulted in delays to the service. This was rectified at this point and an apology given to Mr X.

Regarding the water leak it was not upheld that PHA had failed to carry out repairs when they were reported by the Tenant to the Association. However, the Association did agree to pay any excess on an insurance claim if made by Mr X and agreed to replace pipes in the hallway as a preventative measure.

Overall Mr X was satisfied that PHA had acted appropriately.



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