

SPSO decision report

Case: 201104167, Dundee City Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that, following exceptionally stormy and windy weather, the fence in his garden fell down. He reported this to the council but was not satisfied with the responses he received. He said that the council would not tell him when it was likely to be repaired. He complained saying that this caused a security issue and that he was seeking compensation.

Our investigation found that the council had told Mr C that a quote had been received and the job was listed on a programme of repairs to be carried out. However, because of the storms, the council had a backlog of such repairs to be carried out.

While the complaint was with us, the fence was repaired and was inspected by a housing officer who also issued an instruction for preservative to be applied to the new section. We found that the actions of the council had been reasonable in this matter and did not uphold the complaint.