

## SPSO decision report

**Case:** 201103894, Dundee City Council  
**Sector:** local government  
**Subject:** repairs and maintenance of housing stock  
**Outcome:** not upheld, no recommendations

### Summary

Mr C is a council tenant, who complained to the council about maintenance issues. He was specifically concerned about damaged trees, re-location of grit bins, a loose aerial, roughcasting repairs, rhone cleaning, and a missing skirting board and badly fitting extractor in his house. He was also dissatisfied with how his complaints about these matters had been handled.

In our investigation we reviewed the council's actions in all of these areas, noting that the matters had been ongoing for some time and that Mr C had had considerable contact with the council about them. We were, however, satisfied that the maintenance issues had been, or were being, dealt with in line with the council's relevant policies and procedures and that the council had handled his complaints appropriately and in line with their complaints procedure.