

SPSO decision report

Case: 201200401, Aberdeenshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Ms C complained that the council did not do enough to sort out dampness in her former home, where she was their tenant. She said that it caused mould and that items of personal property were ruined because of this. She told us that she repeatedly reported dampness, but the situation did not improve and she eventually gave up her tenancy because of the problems.

Our investigation found that the council had carried out work on the property when she first raised her concerns. They then arranged a survey, which showed a problem with condensation rather than dampness. As a result of this, they carried out more work. Although there was a delay in some of this being completed satisfactorily, the council had apologised and had taken action to complete it. Ms C disagreed that the problems related to condensation and had continuing concerns. The council carried out a further inspection and ordered other work to be done. However, Ms C left the property before this could happen. We did not uphold her complaint as, although she disagreed about the cause of the problem, we found that the council acted reasonably in trying to identify and address it.