

## SPSO decision report

**Case:** 201200538, North Ayrshire Council  
**Sector:** local government  
**Subject:** estate management; open space and environment work  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mr C, a council tenant, complained about changes to the lighting in the close that he shares with his neighbour. He said that, historically, lighting was provided from dusk to dawn, but that this service was withdrawn in November 2011.

Our investigation found that the council were not obliged to provide lighting in the close. The original light was connected to Mr C's neighbour's electricity supply and, although there was an understanding that the light would be left on overnight, this was ultimately at her discretion. When a new tenant moved into that property she decided not to use the light. Although the council were not required to light the close, we found that they had provided Mr C with a second light, over which he had sole control. We were satisfied that this was an appropriate gesture and that they had suggested other steps that he could take to increase the level of lighting available.