

## SPSO decision report

**Case:** 201305887, West Lothian Council  
**Sector:** local government  
**Subject:** maintenance and repair of roads  
**Outcome:** not upheld, no recommendations

### Summary

After the council carried out road resurfacing work in Mrs C's street, she found that rainwater gathered on the dropped kerb outside her home. She complained that the council had failed to take reasonable steps to resolve her concerns about this.

The council provided a copy of the policy outlining the height tolerances allowed when resurfacing roads. They also explained that after Mrs C brought this to their attention they had reheated the road surface to try to lower the slight high point beside the dropped kerb. They said that this had to some extent been successful, but accepted that the road was still two to three millimetres higher than the dropped kerb. They said, however, that they were satisfied that the resurfacing work was within the allowed height tolerances and that further work to lower the road was not justified.

After considering all the information provided, we were satisfied that the council had taken reasonable steps to resolve Mrs C's concerns.