

## SPSO decision report

**Case:** 201402187, North Lanarkshire Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Ms C, a council tenant, complained to us about the council's handling of repairs to her bathroom. She said there were delays in carrying out the repairs and that she had experienced poor communication with the council and contractors. She also said the contractors caused damage to her house while carrying out the repairs.

We asked Ms C for more information to help us investigate this. However, she then told us that she had paid private contractors to repair the damage and wanted to withdraw her complaints. In accordance with Ms C's wishes, we stopped investigating and closed our file.