

## SPSO decision report

**Case:** 201402976, West Dunbartonshire Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Ms C told us that other houses in a similar or better condition than her own were included by the council on a programme of works and were re-rendered and insulated. She complained that her home was not included in this programme of works and was not upgraded. She told us her home was non-standard construction and was very hard to heat.

The council said the purpose of the improvement programme was to make sure that their housing stock met the Scottish Housing Quality Standard (SHQS). They instructed a surveyor to carry out a visual inspection of all housing stock so they could identify properties which might fail to meet the SHQS. The surveyor found that Ms C's property was not one of those which failed to meet the standard. It was not, therefore, included in the programme of works.

When Ms C raised concerns about the outcome of the survey a member of the council's capital investment team, who were responsible for the upgrade programme, inspected Ms C's property again and reached the same conclusion, that the property needed a few repairs but did not fail the SHQS.