

SPSO decision report

Case: 201405163, Renfrewshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: upheld, recommendations

Summary

Ms C owns an end of terrace house that is joined to a council owned property. When the council carried out improvement works on the roof of their property they required access to it through Ms C's garden. Ms C complained that she had not been told in advance by the council that the works would be carried out. She also complained that the council's contractors had damaged her garden and her roof while carrying out the works, and that she had to pay for the damage.

The council said that Ms C was sent a letter in advance of the works. They offered to remedy the damage made to the garden, however said they were not liable for the damage to the roof.

During our investigation we found that the council did not have any evidence that Ms C was informed of the works in advance and so upheld this complaint and made a recommendation to address it in future. We noted that the council had offered to remedy the damage in the garden, however the contractor had then not done this. For this reason, we upheld the complaint and recommended that the works take place as soon as possible. We concluded that the council had caused some of the damage to Ms C's roof and had not taken steps to remedy it. We upheld this complaint and recommended they reimburse Ms C for the cost of the repairs.

Recommendations

We recommended that the council:

- consider how to record neighbour notification of works;
- ensure remedial gardening works are carried out; and
- reimburse Ms C for the cost of the roof repairs.