

SPSO decision report

Case: 201501483, North Lanarkshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C complained to the council after they failed to pay him a decoration/disturbance allowance following works to upgrade the bathroom in his temporary accommodation. He believed that he was entitled to this as it was clearly stated in a letter sent to him by the council that this would be paid. This entitlement was also reiterated to him by a contractor who was carrying out a survey to his property prior to the commencement of works.

In their final response to Mr C, and in communications with us, the council made it clear that Mr C should never have been notified that an allowance was payable, as this is provided to cover the costs of redecoration after works and, as a temporary occupant, he is not responsible for the decoration of his accommodation. They apologised to him for this miscommunication and took steps to ensure that a similar mistake would not be made in future. We therefore found that the decision not to pay the allowance was reasonable and we did not uphold Mr C's complaint.