

## SPSO decision report

**Case:** 201508161, Glasgow City Council  
**Sector:** local government  
**Subject:** building standards  
**Outcome:** not upheld, no recommendations

### Summary

Miss C complained that the council failed to act on concerns she raised about possible structural damage to her home caused by works carried out on the adjoining property. She was of the view that the building control team failed in their duty to protect her and her family from dangerous works, failed to respond appropriately to her phone calls and failed to communicate with her appropriately. She was also unhappy with their response to her subsequent complaint.

We found that the council had inspected the work and noted that the works which caused damage were to a party wall which was not included in the building warrant. The council obtained agreement from the neighbour to reinstate the wall and, having inspected the wall, they were satisfied that it was safe. The damage caused to Miss C's property by the works carried out by her neighbour were, essentially, private legal matters between her and her neighbour. Having reviewed the council's actions, we were satisfied that they responded to Miss C's concerns appropriately. We were also satisfied that they had provided a reasonable response to her subsequent complaint. We therefore did not uphold Miss C's complaint.