

## SPSO decision report

**Case:** 201508642, North Lanarkshire Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council were refusing to clear his neighbour's guttering which, he said, was having an impact on the effectiveness of his guttering. He also complained that the council refused to replace the garden fence. The council had initially agreed to do both but, as Mr C's neighbour turned out to be an owner-occupier, they said they would not carry out the work without an agreement that the neighbour would contribute to the costs.

Mr C was unhappy with this view; however, having reviewed the council's procedures, we were satisfied that they were acting in accordance with their responsibilities. Therefore, we did not uphold Mr C's complaints.