

SPSO decision report

Case: 201508874, West Dunbartonshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, recommendations

Summary

Mr C raised a number of concerns about the condition of his property on taking up his tenancy. He maintained that the property had not been in a suitable standard to re-let and that the council had delayed in conducting repairs to bring the property up to a habitable standard and in removing rubbish.

During our investigation the council provided evidence that Mr C had inspected the property prior to accepting the tenancy, agreeing that the property was in a re-let standard. The council also provided details of the repairs carried out prior to Mr C's tenancy to bring it up to the re-let standard. In addition they provided details of the repairs reported by Mr C and while the council accepted that not all the repairs met the target date for completion, their position remained that the repairs did not render the property uninhabitable. They also said that the work required would not have prevented Mr C moving into the property. We did not uphold Mr C's complaint. However, the council had acknowledged and apologised for a delay in removing rubbish from the property and we therefore made a recommendation regarding this.

Recommendations

We recommended that the council:

- apologise to Mr C for the delay in completing the works to remove rubbish from the property.