

## SPSO decision report

**Case:** 201801027, West Dunbartonshire Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Decision:** resolved, no recommendations

### Summary

Mrs C, the sole homeowner in a council owned block of homes, complained about a unreasonable delay in arranging for mutual repairs to the property and a failure to keep her reasonably informed regarding when repairs would be carried out. We took no further action as the complaint was resolved on the basis of a reduction in the cost of the repair work in acknowledgement of the complaint received.