

SPSO decision report

Case: 201807404, East Dunbartonshire Council
Sector: Local Government
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Ms C complained that the council had failed unreasonably to respond to concerns she raised about the condition of the property and to carry out appropriate repairs to the property, after she took on the tenancy of the property from the council.

In relation to complaint (a), Ms C complained in particular about the council's response to her concerns about the condition of the bathroom and noise insulation. From the available evidence we were satisfied that Ms C had accepted the condition of the bathroom when she signed for the property. Nevertheless, it appeared that the council had carried out a number of general repairs to the bathroom and intended carrying out further repairs. We considered there was evidence that the council responded reasonably to Ms C's concerns about the condition of the bathroom.

Regarding Ms C's concern about noise insulation, we considered it was reasonable of the council to discuss this with Ms C as a noise complaint in the first instance, given that she had reported increasing noise from neighbours. We also noted that the council had provided Ms C with contact details if she wanted to pursue this further as a noise complaint. Having considered the matter carefully, we did not uphold this complaint.

In relation to complaint (b), Ms C's concerns related a number of issues including the property's central heating system and hot water, the bathroom and flooring. We were satisfied from the evidence available that the council had carried out reported repairs to the property in line with their repairs policy. In the circumstances, we did not uphold this complaint.