

## SPSO decision report



**Case:** 201003787, West Dunbartonshire Council

**Sector:** local government

**Subject:** claims for damage, injury, loss

**Outcome:** not upheld, no recommendations

### Summary

An MSP complained to us on behalf of two constituents who said that works carried out by the council to a neighbouring flat, which required the temporary disconnection of the mains water supply, damaged the valves controlling the water pressure in their homes. The council told us that the water supply was turned off as an emergency and no advance notice could be given. It was clear that the council had investigated the complaints and found no evidence that the drop in water pressure was as a result of anything they had done. We did not uphold the complaint as there was no evidence of fault in the way the council handled the matter.