

SPSO decision report

Case: 201202153, Dundee City Council
Sector: local government
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that following a water leak in his property, the council treated the water mark and then painted the whole area with a magnolia anti-mould paint. He was unhappy because the hall had previously been painted white, not magnolia.

The council had told him that rather than simply treat the affected patch with the anti-mould paint, the tradesman had painted the whole hall. While the colour was not his preference they believed that the decision to use the anti-mould paint was the correct one and that all reasonable steps had been taken to leave his home looking as good as possible. They confirmed that the anti-mould paint was only available to them in magnolia and did not think that further expenditure could be justified.

During our consideration of Mr C's complaint we found that the hall had been repainted in white but that he remained dissatisfied with the workmanship, and that the paint used was matt while he wanted a silk finish. We found that the council had acted reasonably and did not uphold his complaint.