

SPSO decision report

Case: 201302375, Fife Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C complained about the council's handling of his repair request after he reported a leaking bath. He told us that the council had installed a new bath at his property, but it moved when he was standing in it to shower. He also said that there was a gap between the bath and the tiles, which allowed water to penetrate. He wanted the council to replace the remaining tiles in his bathroom with waterproof boarding. Mr C said the council had taken too long to come and assess the repair and that the repair they proposed was inadequate.

We found that the council had acted reasonably when Mr C reported dampness in his bathroom. They sent a maintenance officer to the property within two days and decided that the repair Mr C wanted was not warranted. The council offered to repair a section of flooring under the bath and to reseal around the bath, but Mr C had refused to allow this repair to be carried out. When Mr C later reported a leak in the bathroom, the council responded within a day and a leak at the sink was identified and repaired. We found the council had acted reasonably and in accordance with their policy on repairs. We concluded that, although Mr C was entitled to hold and express his view about the kind of repair required, that it was ultimately for the council to determine how best to carry this out.