

SPSO decision report

Case: 201306184, West Dunbartonshire Council

Sector: local government

Subject: repairs and maintenance

Outcome: not upheld, no recommendations

Summary

Mr C lived in a council property between July 2011 and March 2014 during which time he suffered a number of incidences of water penetration which appeared to come from the property above. He said that, as a consequence, his personal property had been damaged and that the house was not wind and watertight. He wanted to be rehoused. He complained that it was not until February 2014, when the problem was confirmed to be a systemic one probably related to the installation of cavity wall insulation a number of years previously, that he was offered permanent rehousing.

Our investigation showed that while there were a number of incidences of water penetration, on each occasion and within a reasonable time, the council had attended to complete remedial works. It was also shown that the problems at Mr C's house were not necessarily related to weather conditions and that the council had investigated potential areas of concern in an attempt to eliminate the problem. There were also difficulties with access, in particular to the neighbouring property where it was thought the problem was originating. A subsequent architect's report indicated that the cause of the problem was likely to be systemic and, therefore, Mr C was rehoused. We did not uphold the complaint.