

SPSO decision report

Case: 201400530, South Lanarkshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mrs C is the owner-occupier of a flat in a block of flats. She complained that the council did not give her enough information about the costs of a common housing repair that they carried out in the block.

We found that the council are Mrs C's property factors, and we are excluded from looking at factoring arrangements under schedule 4 of the Scottish Public Services Ombudsman Act. We did, however, look at their complaints handling and found that, although improvements could be made in how they responded to her initial queries, they had followed their complaints procedure.