

SPSO decision report

Case: 201401677, Glasgow City Council
Sector: local government
Subject: public health & civic government acts - nuisances/problems in/around buildings
Outcome: upheld, recommendations

Summary

Mr C was unhappy with the council's lack of action in dealing with three large trees outside his home, which he said were not only dangerous, but also overhung his garden. Mr C also said that the trees, which had broken branches hanging from them, had caused damage to cars in his driveway. Mr C reported the matter to the council in January 2013 and again in October 2013. In December 2013 he was told this would be dealt with as an emergency and a council representative called at his home in January 2014 to look at the trees. As the work had still not been undertaken in June 2014 he again contacted the council. He told us in August 2014 that the trees had still not been trimmed.

We found that a works order was put in place with effect from October 2013 with a completion date of October 2014 so, technically, the council still had time to complete the work by their target. However, we found that they did not tell Mr C what that target date was. This failure to pass on information led to Mr C's belief that there was a delay and, for that reason, we upheld his complaint.

Recommendations

We recommended that the council:

- apologise to Mr C for their failure to tell him the target date for work to be carried out on the trees;
- take steps to ensure that the work is completed by the target date; and
- remind staff in the arboricultural team of the importance of logging visits and phone calls.