

## SPSO decision report

**Case:** 201402547, Aberdeen City Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Miss C complained about the council's handling of repairs to the communal roof of her building. She had made complaints over a number of years about the problem of water penetration of the roof. Miss C said that previous roof repairs had not been successful and further repairs carried out in March 2014 were the subject of her complaint.

Miss C said that despite the March 2014 repairs being carried out, the roof was still leaking, and that this was having a detrimental effect on her family's health. The council accepted that there had been occasions when the work could have been arranged in a more efficient manner and as a consequence avoided some of the delays that were experienced. However, they explained that, as they use the services of an external scaffolding contractor, this can be a time consuming process.

The council carried out a further inspection in November 2014 and further work was carried out. The council indicated that they were satisfied that the roof was watertight. We were satisfied that the council's response to the complaints of water ingress was reasonable and, accordingly, did not uphold the complaint.