

SPSO decision report

Case: 201403213, North Ayrshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: resolved, no recommendations

Summary

Mr C complained that the council had failed to take reasonable steps to investigate his complaint about a defect in the drainage pipe serving his house. He said that there was an intermittent pungent smell, and evidence of dampness. We found that the matter had been investigated by three council departments. Some repairs had been undertaken, and the council believed that they had taken reasonable steps. As no-one from the council had contacted Mr C for four months, we asked them to call back to check if the situation remained as they had left matters. The council did so, and found that there was a problem in another area under the floorboards. The council carried out repairs, and Mr C informed us that he was satisfied that the matter had been investigated properly. We closed the case on the basis that a resolution had been achieved.