

SPSO decision report

Case: 201500303, North Ayrshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council had not taken reasonable steps to repair defects with her windows. Mrs C had new windows fitted in late 2012. Since early 2013 she had reported problems with the windows. Each time she did, the council arranged for a joiner to visit and fix the window if necessary. There was no evidence that following those visits Mrs C had reported the fixes had not worked. Therefore, we did not uphold this complaint.