

## SPSO decision report

**Case:** 201502284, East Lothian Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained about the council as he said that plastering repairs to his property had been outstanding since he moved in and were still not completed over a year later. We found the council's records showed that he had been asked on a number of occasions to strip the wallpaper in his home to allow a full inspection to take place. The council had only received notification that this had taken place a couple of months prior to Mr C's complaint.

There had been some further delays since then, and the works had not been completed until around two months after the estimated completion date. However, the reasons for this were beyond the council's control, and we were satisfied from their records that they had taken reasonable action to ensure the works were completed as quickly as possible.