

SPSO decision report

Case: 201507733, Renfrewshire Council
Sector: local government
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Miss C complained that the council failed to carry out repairs within a reasonable timescale and had not dealt reasonably with a request for rent remission (that she should not pay full rent during some of the time the repairs were taking place).

While we noted that a number of repairs were required and that there were delays, we did not find evidence that this was as a result of problems which the council could have predicted.

Regarding the request for a rent remission, we noted that Miss C had taken possession of the property following a mutual exchange, whereby she had agreed to take the property in the condition it was in. The council's view was that the property was habitable throughout the repairs, and as such full rent payment was due and no remission would be granted. We did not find this to be unreasonable and did not uphold Miss C's complaint.