

SPSO decision report

Case: 201507951, Glasgow City Council
Sector: local government
Subject: statutory notices
Outcome: not upheld, no recommendations

Summary

Mrs C brought a complaint on behalf of Mrs A, who lives in a block of accommodation. Mrs C complained that the council unreasonably withdrew their offer of grant funding towards works required to bring Mrs A's house up to a reasonable standard. She also complained that the council failed to provide Mrs A with assistance in seeking agreement from the other property owners in the block to arrange for the works to be carried out.

We found that the block in which Mrs A's home was included was identified as being sub-standard. Initially the council's efforts were directed towards assisting owners of the properties concerned to arrange for the works to be completed to bring the properties up to a habitable standard. To assist with this, the council offered grants towards the costs of the works. However, as the owners did not agree to carry out the works themselves, the council were required, using their powers under the Housing (Scotland) Act 2006, to intervene and take responsibility for arranging for the works to be completed. As they were required to carry out the works, they withdrew their offer of grant funding.

We found that the council had provided advice and assistance to owners in their efforts to progress the improvement works. It was noted, however, that Mrs A had not requested additional support. We noted that the decision to withdraw grant funding where owners do not agree to take forward the improvement works themselves was in line with the council's scheme of assistance. We therefore did not uphold Mrs C's complaint.