

SPSO decision report

Case: 201600868, North Ayrshire Council

Sector: local government

Subject: improvements and renovation

Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained that after they accepted a house requiring modifications in respect of Mrs C's disabilities, the council failed to complete the work in a timely manner. They also complained that the council failed to provide them with suitable alternative accommodation for the duration of the works.

Our investigation found that Mr and Mrs C accepted the property in the knowledge that works were necessary to make it suitable. While Mr and Mrs C maintained that the work was to be done before they took entry, we found nothing to confirm this. We noted that architect's plans were required to be drawn up and surveys (including a survey for the presence of asbestos) were needed before works could be specified for tender. This would all take time and Mr and Mrs C were encouraged to apply for housing benefit to allow them to remain in their original home until the work was done. Mr and Mrs C did not wish to do this, and so moved into the new accommodation. Once work was due to go ahead, Mr and Mrs C refused entry to the workers on the grounds that they needed alternative accommodation. We found that while the works did not require the council to provide alternative accommodation, they did offer Mr and Mrs C the use of facilities in a nearby sheltered housing complex. We therefore did not uphold the complaint.