

SPSO decision report

Case: 201605798, West Lothian Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mrs C made a complaint about the length of time it was taking the council to complete a rendering repair at her property. She was having a longstanding problem with parts of rendering coming away and she was of the view that the council were only completing temporary repairs.

The council confirmed that they had conducted repairs as required and that the larger repair of re-roughcasting was of a cost that meant a tendering process was required. This had caused the delays in the repair being carried out as the tendering process was extended beyond its original expected deadline.

We investigated the case and from the evidence provided by the council, it was determined that repairs for rendering and guttering was classed as planned repairs and did not have a definitive timeline for completion. We considered that the council had taken Mrs C's complaints seriously as they were putting the larger, re-rendering job out to tender as this was deemed appropriate to fully resolve the ongoing repair issues she had been experiencing. We noted that delays in the tendering process were acknowledged and that re-roughcasting was due to take place for the whole block within the next financial year. We therefore did not uphold Mrs C's complaint.