

## SPSO decision report

**Case:** 201608769, Perth and Kinross Council

**Sector:** local government

**Subject:** repairs and maintenance

**Decision:** not upheld, no recommendations

### Summary

Ms C complained to the council about their failure to respond to her requests for repairs and concerns about dampness in her home. She also complained that the council failed to carry out appropriate repairs to her garden fence. In response to Ms C's reports of damp, the council investigated the damp and carried out a number of repairs, however, the problem persisted. It was later discovered that the leak causing the damp was coming from a boiler pipe and this was repaired. The council assessed the repair to the fence as a low priority and only carried out small repairs until the full repair could be completed. Ms C was experiencing complaints from her neighbour as her dog was entering his garden through the fence. She believed that if the council had repaired the fence sooner she would not have had such a difficult relationship with her neighbour. Ms C was unsatisfied with the service she had received from the council, and brought her complaints to us.

Our investigation found that the council responded to Ms C's request for repairs within the specified timescale, as per their policy. We found the council took the appropriate steps to investigate the source of the leak and damp, and repaired it without delay. Our investigation also found that the council assessed the repair to the fence as low priority and reminded Ms C of her responsibilities as a dog owner to prevent her dog from entering her neighbour's garden, which in our view was reasonable. We found no evidence that the council failed to carry out the repairs. We did not uphold Ms C's complaints.