

SPSO decision report

Case: 201608809, East Lothian Council
Sector: local government
Subject: improvements and renovation
Decision: not upheld, no recommendations

Summary

Mrs C agreed to have insulation works carried out to her property from funding provided by a Scottish Government scheme. Mrs C complained to the council about works that were still outstanding and the standard of work carried out to her property. Mrs C was particularly concerned that her windows would not open properly.

Our investigation found that the council did not have a direct technical role in ensuring the works carried out on this project were completed to a reasonable standard, as they had engaged the services of a managing agent for the project. We found that when issues were raised, the council took the appropriate steps, within their remit, by engaging with a managing agent to ensure that works were carried out to an appropriate standard. We did not uphold this complaint.