

## SPSO decision report

**Case:** 201508651, The City of Edinburgh Council

**Sector:** local government

**Subject:** repairs and maintenance

**Outcome:** not upheld, no recommendations

### Summary

Ms C, a council tenant, complained that the council did not take reasonable steps to address water ingress in her home. She said despite numerous visits and investigations by the council's staff, they had not been able to identify the source of the water ingress and they had failed to carry out specific agreed work to identify the source of the problem.

We were satisfied that the council accepted that water ingress was a problem in Ms C's home. The evidence showed that their staff and contractors attended Ms C's home on numerous occasions, conducted a variety of tests and carried out repair work in good faith. When this work proved to be unsuccessful, they sought the opinion of independent specialists and acted upon their recommendations. The overall picture was of the council attempting to identify the cause of the water ingress and when one cause was ruled out, or a remedy did not work, they conducted further investigations and sought to identify other potential causes. We did not find this approach unreasonable.

The council had a clear obligation to ensure that Ms C was housed in a property that was wind and watertight. If they were unable to ensure that Ms C's current property met the required standard, they were obliged to arrange for temporary accommodation while the required work was completed and the basic standard restored. We accepted that the council did offer to provide Ms C with temporary accommodation, but that she chose to remain in her home.

We were, therefore, satisfied that the council took reasonable steps to investigate and resolve the water ingress problems in Ms C's home and offered Ms C temporary accommodation in line with the terms of her tenancy agreement.