

SPSO decision report

Case: 201602776, West Lothian Council
Sector: local government
Subject: repairs and maintenance
Decision: resolved, no recommendations

Summary

Mr C complained that the council unreasonably failed to ensure that his property was in a suitable condition for letting. He voiced his concerns about damp before taking the tenancy, but felt forced into taking it as he was told if he did not do so then he would be deemed intentionally homeless. He complained that there were unreasonable delays in the council addressing the damp issues, and that they failed to communicate appropriately regarding appointments to carry out remedial works.

In the intervening time since we agreed to investigate the complaint Mr C had accepted a goodwill gesture of £500 and the offer to redecorate his home. We decided that it was not proportionate for us to take his complaint any further since we would not be able to achieve a better outcome for him.