

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
MONITORING OFFICER	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	9 JUNE 2015	8

LOCAL GOVERNMENT OMBUDSMAN REPORT – GUTTERING COMPLAINT

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The report introduces the Local Government Ombudsman report into the complaint made by a resident that anti-social behaviour by his neighbour had not been dealt with by the Council. The resident also complained that the Council had failed to use its discretionary power to force his neighbour to stop water cascading down the wall of his property.

The Ombudsman found only minor fault in the way the Council handled the guttering complaint but in finding fault, a formal report is required to members.

The Ombudsman was satisfied that the Council has redressed any injustice to the resident from the actions undertaken and found no fault in the manner in which the anti-social behaviour complaint was dealt with.

Representations have been made to the Ombudsman regarding this issue. The guttering dispute was considered at all three stages of the Council's complaints procedure. At the third stage of the complaints procedure, the decision was made to use discretionary powers available under the Building Act 1984 to force the defective guttering to be repaired. The Council's own complaints procedure allows for a review of complaints at differing stages, by differing individuals, with the hope of achieving a mutually acceptable solution with the complainant. In this instance, this is exactly what occurred and the Council has made representations to the Ombudsman to outline, that in light of this, it finds its decision that injustice has occurred, difficult to accept.

SOURCE OF INFORMATION

Ombudsman Report (reference number: 14 012 559)

LINK TO INFORMATION

Local Government Ombudsman Report -

<http://fylde.cmis.uk.com/fylde/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/104/Committee/19/Default.aspx>

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Although the Ombudsman found only minor fault in the way the Council handled the guttering complaint, in finding fault a formal report is required to members.

Members are to note the report that concludes the Ombudsman is satisfied that the Council has redressed any injustice caused to the resident regarding their guttering complaint and found no injustice in relation to the related anti-social behaviour complaint.

FURTHER INFORMATION

Contact Tracy Morrison, Monitoring Officer. Tel 01253 658658.