

**Delayed Office Opening
for Employee Training**

*This office will be closed from
8.45 am - 11.00 am on the first
Thursday of each month.*



Property Services

Head of Service **Stephen Crawford**

Pullar House, 35 Kinnoull Street, PERTH,
PH1 5GD
Tel 01738 475000 Fax 01738 475710

Mr Michael Gallagher
33 Precinct Street
Coupar Angus
Perthshire
PH13 9DG

Contact Lucy Sheldon
Direct Dial 01738 476560
Email: lsheldon@pkc.gov.uk
www.pkc.gov.uk

Our ref 2482673

Your ref

Date 28 October 2019

By email:
michaelgallagher1066@outlook.com

Dear Mr Gallagher

**Complaint Reference No: 2482673
Investigation Response Letter**

I have commissioned an investigation into the circumstances surrounding your complaint and am now in a position to respond to you.

Your Complaint

Your complaint concerns the maintenance of Coupar Angus Town Hall.

I understand you were unhappy with the Front Line Resolution response and agreed with Lucy Sheldon, Complaints and Communications Officer, that the two points below would be investigated. In order to come to a conclusion on these two points, I asked Lucy to review all previous correspondence and documentation in relation to this case and, where necessary, to speak with relevant parties.

Our Findings

- 1. It is your belief that the Council has failed to maintain Coupar Angus Town Hall. It is your understanding that some of the windows, especially the large windows of the main hall, haven't been painted for about 20 years and are now so badly decayed that they may need replaced. In your view if the Council had regularly painted all the woodwork on the building, it would not have deteriorated to this extent. You have provided photographs to evidence this complaint point.**

We do not hold the maintenance records for the last 20 years so I cannot fully answer your complaint point. I agree that the windows are decayed and require painting. Mr Beveridge explained to you in his response (see Attachment 1) that the works had been planned but were deferred last year and I would confirm it is our intention to undertake these works.

We will shortly be undertaking a detailed site assessment of all existing windows and any essential repairs will be instructed following receipt of the report on the findings. These works will be funded from our Reactive Maintenance budget and not our Planned Maintenance budget due to the nature of the repairs required. Please note that this does not mean a full window replacement system, but it does mean we will repair and decorate windows where this is an essential requirement.

Therefore, I uphold this complaint point.

2. In your opinion the Council is spending money on extravagances such as decorative lighting and celebrity guests (to turn on the Christmas lights), when it should be funding essential maintenance for Council property.

I appreciate that many people will have an opinion on how money should be allocated by the Council and that this will differ depending on their circumstances and priorities. Whilst I respect your opinion, it is the Elected Members who take the final decision on the Council's budget.

To gauge residents' views on budget issues and priorities, public consultation usually takes place prior to the budget being agreed. In January and February this year an online consultation survey took place, and a total of 1085 complete responses were received and considered. The results of the consultation are reported [here](#). The consultation feedback was taken into consideration in developing final recommendations which were put to full Council on 20 February 2019. Full Council agreed the [Perth & Kinross Council budget for 2019/20](#).

Therefore, I do not uphold this complaint point.

I understand that your request for a breakdown of the £600,000 figure for upgrading Coupar Angus Town Hall is being dealt with by the Council's FOI Team.

The Council's Complaints procedure has now been completed. If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). The SPSO is the final stage for complaints about most organisations providing public service in Scotland. Their service is independent, free and confidential.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that you became aware of, more than 12 months ago
- a matter that has been or is being considered in court.

The SPSO's contact details are:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

or

FREEPOST SPSO

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stephen Crawford', with a stylized flourish at the end.

Stephen Crawford
Head of Property Services