

## SPSO decision report



**Case:** 201004238, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** council tax (incl community charge)  
**Outcome:** resolved, action taken by body to remedy

### Summary

Mr C complained that the the council unreasonably pursued him for water and sewerage charges for 2008/09 and 2009/10 in respect of his current home. He considered the council's pursuit of those charges to be unreasonable because he was told verbally in February 2010 that he had no outstanding debts to the council, and because the council did not send information or demands for these payments to him at his current address until October 2010. In fact they had sent these documents to the wrong address. As a result of our enquiries the council reconsidered the matter and decided to write off the charges for the two years in question. As Mr C was satisfied with this, the complaint was resolved.