

SPSO decision report

Case: 201103743, The Highland Council
Sector: local government
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy when the council decided to install electric dry panel heaters in his property when his heating system failed. In particular, he was dissatisfied that he was not given the opportunity to refuse this heating system, as he said that other types of heating were available. He also complained that he was given inaccurate information about the running costs for the new system.

Our investigation found that, while the council accepted that it was good practice to consult, when Mr C's heating system failed they found that there were no other viable options, so they had not discussed the matter with him. We also found no evidence that the council had provided inaccurate information to Mr C.