

**Case:** 201102688, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** common repairs to former council houses  
**Outcome:** some upheld, recommendations

### Summary

Mrs C is an owner/occupier in a tenement building which is partially private but in which the council still has an interest. She was dissatisfied with the cost of mutual repairs (stair entry door) which the council arranged and she claimed that all the works she was billed for had not been undertaken. When Mrs C received a reduced bill, she claimed that the council failed to explain the reason for the reduction.

Mrs C complained that the council's handling of the matter, particularly that they took an excessively long time to investigate. Our investigation established that the council had arranged for the repairs to be undertaken without consulting with the other owners because it was deemed to be emergency work, necessitating immediate action in the interests of residents' safety.

The council informed us that visits were undertaken but it was clear that there had been a delay in responding to Mrs C's complaint, and it was not handled appropriately under the terms of their complaints procedure. We upheld the complaint about failings in the council's complaints handling. We did not uphold Mrs C's complaint that the council had not explained the reason for the reduction in the repairs bill because the evidence confirmed that a satisfactory explanation was given.

### Recommendation

We recommended that the council:

- issue a formal apology from the Chief Executive to the complainant in recognition of the council's shortcomings in the handling of her complaint under their complaints procedure.