

SPSO decision report

Case: 201102709, East Lothian Council
Sector: local government
Subject: finance - tenancy charges
Outcome: not upheld, no recommendations

Summary

The complainant, Mr C, complained that the council denied him sufficient opportunities to arrange a time when he could allow the council's gas engineers access to carry out a statutory gas safety inspection.

We reviewed the procedures the council had in place in relation to the arrangements of appointments for gas safety checks and also reviewed what actually happened in this case. From our review it was apparent that the council and their contractors contacted Mr C three times by letter and left two postcards requesting that he contact them to make arrangements for access. As Mr C did not do so, the council wrote to advise that they had no choice but to take steps to force entry and to apply an administration fee.

As the council acted in accordance with their procedures, we did not uphold this complaint.