

SPSO decision report

Case: 201200842, Aberdeen City Council
Sector: local government
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, no recommendations

Summary

Mr C is a council tenant. He complained about an invoice that the council sent him in respect of a repair to an outside tap. He said that the tap was damaged by the council's contractors when doing modernisation work to his house, and he had reported the damage several times via the council's online complaints service but they had failed to respond. The tap then fell off when his son brushed against it and he contacted the council for assistance when he could not turn the water off. As the tap had originally been damaged by the contractors, however, he considered it unreasonable that the council sent him the bill for this repair.

We did not uphold Mr C's complaints. During our investigation we found no evidence that he had reported the damage any earlier. We also listened to a recording of a telephone conversation, in which he reported that his son had damaged the tap and agreed to pay the bill.