

SPSO decision report

Case: 201401600, Aberdeen City Council
Sector: local government
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Mrs C claimed compensation from the council because she said there was damage to her home when a new central heating system was installed. Her claim was rejected, and she complained that the work was not carried out competently and was five months late. She said she had to redecorate extensively and replace floor coverings as a result of the installation. Mrs C also said that she was left without heating and hot water when the new system broke down shortly after installation.

Our investigation found no evidence of a five month delay, although there was information confirming that Mrs C was alerted to the start of the works and that she had been advised not to re-decorate. The replacement heating system was installed over a four-day period but the boiler was found to be faulty. As it was under guarantee the contractors reported this to the manufacturer for attention and, meanwhile, Mrs C was offered the use of heaters. Uneven floor boards and other general repairs that Mrs C reported were carried out. Otherwise, there was no evidence that the works carried out at her home were more disruptive than could have been anticipated.