

SPSO decision report

Case: 201406161, The City of Edinburgh Council
Sector: local government
Subject: repairs and maintenance
Outcome: resolved, no recommendations

Summary

Ms C complained that the council had failed to act on her reports of repairs required to her home. During our investigation, we found that there had been a breakdown in communication which had resulted in repairs she had reported not being attended to. The council apologised sincerely to Ms C and made arrangements to carry out all the outstanding matters. Ms C confirmed to us that the council were taking action to resolve her complaint.