

SPSO decision report

Case: 201406917, The City of Edinburgh Council
Sector: local government
Subject: rent and/or service charges
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council had charged him a call-out fee for their shared repair service. The council advised that there would be a call-out charge if the issue was not considered as an emergency. When a council officer attended Mr C's property it did not appear to be an emergency and no action was taken, and a call-out charge was issued to Mr C.

We found that Mr C had been informed of the possibility of a call-out charge and there was no evidence that the issue should have been noted as an emergency. Therefore, we did not uphold the complaint.