

SPSO decision report

Case: 201601495, The City of Edinburgh Council
Sector: local government
Subject: repairs and maintenance
Decision: upheld, recommendations

Summary

Mr C complained about the council's appointment system for electrical and gas safety checks. In particular, that the council unreasonably attempted to access his property and did not offer flexibility over the time and dates of their appointments. Mr C also complained that the council failed to carry out a reasonable investigation into his complaints and that their communication was poor.

We found that the council letters lacked clarity and gave incorrect information that the safety checks would be considered emergency repairs. We noted that the response to Mr C's complaint was delayed with vague communication and that there was a lack of referral on correspondence to the next stage of the complaints process. We also found that the council lacked flexibility in their approach to the safety checks and failed to follow their processes, incorrectly attempting to access Mr C's property when they had not exhausted all previous steps outlined in their process. Therefore, we upheld all of Mr C's complaints.

Recommendations