

SPSO decision report

Case: 201810874, Aberdeenshire Council
Sector: local government
Subject: repairs and maintenance
Decision: resolved, no recommendations

Summary

Mr C complained about the council's response to his reports about the high electricity usage at his property. Following our enquiries, the council acknowledged that there was a note within their records to fit an E10 timer at Mr C's property which was not actioned and would have resulted in additional cost to Mr C. The council said they were willing to offer Mr C a letter of apology and compensation. Mr C accepted this as a resolution to his complaint and the complaint was closed on that basis.