

## SPSO decision report

**Case:** 201102253, Angus Council  
**Sector:** local government  
**Subject:** capital works, renovation, central heating, double glazing, etc  
**Outcome:** no decision reached

### Summary

Miss C asked the council to change the type of heating in her house from electric to gas. When they said they would not do this, she complained that this was unfair because council tenants with solid fuel heating have a choice of heating type. Miss C said that the council had failed to properly investigate the inefficiencies in her heating system, which she said caused discomfort to her family and resulted in high heating bills, and that it was unreasonable to refuse her request when there was no cost efficient electric alternative.

As a result of our investigation, the council reviewed their original assessment of Miss C's property and found that it did require to be brought up to the 2015 Scottish Housing Quality Standards. The council proposed to carry out a further assessment using new software, to provide the most up-to-date readings, and shortly after that to provide Miss C with suitable options to bring her house up to standard. As the action taken by the council would result in the upgrading of the heating system, and was a positive step towards achieving what Miss C wanted in bringing her complaint to us, we decided that there was no need to continue investigating the matter, and closed her complaint.