

SPSO decision report

Case: 201103447, The City of Edinburgh Council
Sector: local government
Subject: council tax
Outcome: some upheld, no recommendations

Summary

Mr C raised a number of issues about the council's handling of his council tax account, in particular in relation to his application for empty property exemption. His complaints were about communication, updating addresses on the council's system and failure to take action to ensure errors made in his case were not repeated.

During our investigation we found that the council had responded to Mr C's initial enquiries about empty property exemption, but then delayed in taking action after he asked whether his property was exempt on the grounds that it was uninhabitable. The council had also accepted prior to our involvement that they should not have applied for a summary warrant for unpaid council tax, as the demand notice and reminder issued were incorrectly addressed. We found no evidence that emails or phone calls were not responded to, but did find that the council had incorrectly addressed correspondence. However, as we were satisfied that before we became involved they had already taken some action and proposed to take more, we did not find it necessary to make any recommendations.