

SPSO decision report

Case: 201105182, Business Stream Ltd
Sector: scottish government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Ms C complained that Business Stream had wrongly assessed her property as a business and that she was billed according to this. We investigated the complaint and considered all the available information, including Business Stream's complaints file and the bills issued to Ms C. We consulted the appropriate section of the Scottish Assessors Association website (which provides information about properties and rateable values) and Business Stream's billing policy for such properties.

We found that Ms C's property was referred to as a guest house and that its rateable value had been apportioned accordingly (the business element being the greater part). In the circumstances, Business Stream's policy required them to charge appropriately, based on this information. We found that Business Stream were acting in accordance with their policy by charging Ms C, and did not uphold the complaint.