

SPSO decision report

Case: 201100538, The City of Edinburgh Council
Sector: local government
Subject: council Tax (incl community charge)
Outcome: not upheld, no recommendations

Summary

Mr C complained that he moved into a flat, unaware that council tax was not included in the rent. He only discovered this when a third party moved in. The council negotiated with Mr C on ways to recover his unpaid council tax, but this was unsuccessful.

We found that Mr C had been given correct information and guidance from the council (which took account of Mr C's specific situation) and that they had followed their procedures correctly. We did not uphold his complaint that the council failed to provide consistent advice on his options to repay his council tax arrears. Neither did we uphold his complaints that the council sent him arrears letters when a repayment plan had been agreed, given that such letters are computer generated when arrears gather, or that the council failed to abide by an alleged agreement they would stop sending him council tax demand letters, as there was no evidence to support this.