

SPSO decision report

Case: 201203718, South Lanarkshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that the council had failed to resolve a range of problems he had with the wet electric central heating system that they had installed in his property. These included leaking radiators; the boiler being too small, and not working; heating thermostats burning out; hot water not coming up to temperature; and the times at which the heating came on and off. He also complained that the cost of running the system was too high.

The council had responded to each maintenance request within their timescales for such repairs. They also arranged for the installers and the manufacturers of the system to visit Mr C and ensure that it was working appropriately. Their energy officer also visited to provide energy efficiency advice, and the council contacted an energy assistance organisation to provide Mr C with further information and advice, and to ensure that Mr C was on the correct electricity tariff. Mr C's property is also due to have additional insulation installed within the next year.

We did not uphold Mr C's complaints. Our investigation found that the council had responded appropriately to each of the maintenance issues raised, and had taken reasonable action to help him reduce electricity costs. We noted that they had involved a range of agencies trying to resolve Mr C's concerns, and found no evidence that the central heating system was not working appropriately.