

SPSO decision report

Case: 201305336, The City of Edinburgh Council
Sector: local government
Subject: housing statutory repair notices, haa areas and demolition orders
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy about the cost of repairs carried out to his communal roof under a statutory repair notice. He said that the final invoice was considerably higher than the original quote, and he had not received a satisfactory explanation as to why that was the case.

We found, however, that the council had explained on more than one occasion, and in considerable detail, why the final invoice was higher. They had also apologised for failing to keep owners informed of the increasing costs while the work was being carried out. We did not uphold his complaint.