

## SPSO decision report

**Case:** 201400641, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** housing statutory repair notices  
**Outcome:** not upheld, no recommendations

### Summary

Mr C was unhappy about a statutory notice that was served on his property. He was unhappy with the explanations given, the documents received and the charges applied. The council said that they had given reasonable explanations, had provided the necessary documents and charged Mr C appropriately. Mr C disagreed, saying that he should have had this information earlier.

We explained to Mr C that we would not give a view on whether he was appropriately billed as that was a matter for the council - we would only look at how they explained their decisions. Our investigation considered how and when the explanations were given. We found that the council had explained the reasoning for the statutory notice early in the process, provided the documentation requested, apologised for a delay in complaints handling, and added levies and charges in line with council policy. This meant that the council had done as they should have and had handled this reasonably, and we did not uphold Mr C's complaint.