

SPSO decision report

Case: 201406717, Aberdeen City Council
Sector: local government
Subject: applications, allocations, transfers & exchanges
Outcome: not upheld, no recommendations

Summary

Mr C was offered a property by the council, as he had been living in temporary accommodation. Mr C was unhappy with the condition of the property he was offered, and said that the bathroom, kitchen and windows were all in need of repair. Mr C had written to complain to the council about the property, but they said that they were satisfied that the property was suitable to be let out.

The council has a policy that sets out their criteria for determining the condition of properties, and, in line with this, their repairs team carried out some repairs on the property that they viewed as necessary. However, the council also said that cosmetic aspects, such as the fitting of tiles in the bathroom, were the responsibility of the tenant rather than the council. As the council's responses to Mr C were in line with their policy on this, we did not uphold Mr C's complaint.