

## SPSO decision report

**Case:** 201406808, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** improvements and renovation  
**Outcome:** some upheld, no recommendations

### Summary

Mr C, a council tenant, complained that the council had failed to repair his floor as it had been damaged by council contractors doing improvement work in his home. He was also unhappy that, when upgrading his bathroom, the council contractors had damaged a shower which belonged to him and which he told them he wanted to keep. Following investigation, we upheld Mr C's complaint that the council had acted unreasonably by failing to action their commitment regarding the flooring. The council have apologised to Mr C and will arrange with Mr C for the work to take place. As the council have already taken action on this, we did not make a recommendation.

We did not uphold Mr C's complaint about the broken shower because we found no evidence to support his recollection that the council were made aware that he wanted to keep the shower.