

SPSO decision report

Case: 201406839, Aberdeen City Council
Sector: local government
Subject: repairs and maintenance
Outcome: resolved, no recommendations

Summary

Mr C complained that the council had failed to take reasonable steps to repair his boiler. In particular, Mr C said he had contacted the council's gas engineers several times but each time they came out to repair the identified fault, the boiler would break down again. The evidence available confirmed that each time Mr C reported a fault with his boiler, an engineer would attend to repair it in line with the council's timescales. Therefore, it appeared that the council's gas engineers were attending to Mr C's boiler and carrying out repairs in line with the relevant procedure.

However, in light of the time and trouble experienced by Mr C, we asked the council to consider arranging for an independent inspection of the boiler in an effort to identify whether it was in fact fit for purpose and functioning properly. We also asked the council to consider making a payment to Mr C as a goodwill gesture. The council agreed to both requests and Mr C considered his complaint resolved.