

## SPSO decision report

**Case:** 201407336, Dundee City Council  
**Sector:** local government  
**Subject:** rent and/or service charges  
**Outcome:** not upheld, no recommendations

### Summary

Ms C, a council tenant, told us the council were unreasonably imposing a weekly charge for a shower. There was a shower in the flat when she moved in. Ms C said that when she signed the tenancy she assumed that the weekly shower charge was just a normal rent charge. When she asked the council about it she was told the shower could not be removed and replaced with a bath. Ms C felt she had paid unnecessarily for a basic shower which she could have had installed herself for a much lower cost.

We found the council's shower installation programme was designed to offer choice to tenants, at no cost to the council. Councils have a limited budget to spend and must decide how to use their resources carefully. It was the council's policy to impose a weekly charge for the shower installed in Ms C's home. The council provided details of the calculations, which covered a 30-year period, on which the shower charge was based.

We found that Ms C exercised choice in taking the tenancy on and that the council made her aware that there was a weekly charge for the shower which was additional to the rent. We did not uphold Ms C's complaint.