

SPSO decision report

Case: 201500289, The City of Edinburgh Council
Sector: local government
Subject: statutory notices
Outcome: some upheld, recommendations

Summary

Mrs C raised a number of issues relating to the council's handling of a statutory notice issued for repairs to her property. In particular, she complained that the council had failed to inform her that the cost of the repairs had increased from the initial estimate. She also complained that the council had allowed the cost of these works to increase unreasonably; that they had unreasonably carried out works not detailed in the statutory notice; and that they had delayed in issuing the final invoice for the works carried out.

We were concerned that the council were unable to provide documentary evidence that the owners were kept advised of any cost increase in relation to the works, so we upheld this aspect of Mrs C's complaint and made a recommendation. However, during our investigation we found no evidence that the council allowed the costs of the works to increase unreasonably. We found that they had explained that the initial estimate had been prepared following a non-intrusive ground survey and the cost increase had been caused by a more accurate assessment and measurement of the scale of the required repairs. We also found no evidence that the council had carried out works that were not subject to the statutory notice which had been issued.

While we were concerned that the council had delayed in issuing the final invoice we found no evidence that the final account had increased as a result of this delay. We were also mindful that the delay had been accepted by the council and they had apologised to Mrs C for this.

Recommendations

We recommended that the council:

- apologise for their handling of this matter.