

SPSO decision report

Case: 201502037, The City of Edinburgh Council
Sector: local government
Subject: repairs and maintenance
Outcome: some upheld, no recommendations

Summary

Mrs C is a tenant of the council. She said that, for two years, there were water leaks from the flat above. She said this caused damage to her property as well as stress and inconvenience to herself. She complained to us that the council had delayed in completing the necessary works. She said that it took too long to find the cause of the water penetration and that, when she complained to the council, there were delays and confusion.

We found that, while the council responded appropriately to the leaks, there had been a delay of a month before necessary electrical safety checks were made. This complaint was, therefore, upheld. It had taken the council some time to find the cause of the water penetration, as there were a number of separate sources. However, we established that this was due to access problems and was outwith the council's control. When Mrs C made her complaint, however, the council did not deal with it in accordance with their stated procedures. All of Mrs C's complaints about the handling of her complaints were upheld.

We found that the council had apologised and taken action to address Mrs C's complaints. Therefore, we made no recommendations.