

SPSO decision report

Case: 201502782, Aberdeen City Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Ms A was a tenant of the council. After vacating her property, she received a bill for works to fix damage that had been caused by the installation and use of a dishwasher. She complained about this to the council as the dishwasher had been installed by the previous tenant. The council said that she had taken over the tenancy as a mutual exchange of properties with the previous tenant. She had signed an agreement to say that she was responsible for any repairs or replacements that the outgoing tenant had not dealt with. Ms A was dissatisfied and her partner (Mr C) brought her complaints to us. We found that the agreement was clear that Ms A was responsible and, therefore, there was no evidence of maladministration or service failure.