

SPSO decision report

Case: 201508523, The City of Edinburgh Council
Sector: local government
Subject: public health & civic government acts - nuisances/problems in/around buildings
Outcome: some upheld, recommendations

Summary

Ms C, a council tenant, complained about the time it took the council to deal with a problem she was having with pigeons on her balcony. Although we found the council's communication could have been better, we were satisfied that the works, which had been assessed as non-emergency, were carried out within a reasonable timescale. We therefore did not uphold this aspect of Ms C's complaint.

Ms C also told us there was a delay in progressing a claim she made for compensation. This delay had already been acknowledged by the council. Ms C also said that the council did not respond reasonably to points of complaint she raised by email. We found that there were shortcomings in the council's response and that some issues were not addressed either at all or as fully as possible. We therefore upheld these aspects of Ms C's complaint.

Recommendations

We recommended that the council:

- apologise for the unnecessary delay in progressing Ms C's claim for compensation.