

SPSO decision report

Case: 201603893, Aberdeen City Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy with the level of insulation in his new home and that his garden was being accessed by neighbours. He also made allegations of anti-social behaviour by his neighbours and was unhappy with the level of action taken by council staff to address this.

We concluded that the council had made a number of improvements to Mr C's property but that it was not suitable for underfloor heating, which he wished to have. We found evidence that the council had responded to the issues which they said were reported to them, although Mr C said that he had reported further issues. Overall we did not uphold Mr C's complaints.