

SPSO decision report

Case: 201801415, Scottish Water
Sector: water
Subject: disputed cost to repair sewer / drain
Decision: not upheld, no recommendations

Summary

Mr C complained that Scottish Water had failed to resolve the flooding issues he was experiencing and that they had not handled his complaints reasonably.

We found that Mr C was experiencing more than one type of flooding. Scottish Water had responded reasonably to his concerns, but one source of flooding to the front of his property was due to storm events overloading the sewerage network and could not be easily resolved. Scottish Water were working with the council to address this.

Mr C was also experiencing problems caused by a drain at the rear of his property. We found that this was not part of the public network and although Scottish Water had carried out work on it previously, they would not adopt it into the public network. We considered that Scottish Water's position was reasonable and that they had offered to provide assistance and support to Mr C, even though they were not obliged to. We did not uphold Mr C's complaints.