

SPSO decision report

Case: 201802334, Aberdeenshire Council
Sector: local government
Subject: sheltered housing and community care
Decision: not upheld, no recommendations

Summary

Mr C complained that the council failed to provide a reasonable level of housing support. Mr C lives in sheltered accommodation and had experienced some significant problems with his property since moving there. Mr C said that the Sheltered Housing Officer (SHO) was not on site enough and felt that he should not have to pay the housing support charge. After we became involved, the council met with Mr C to try to resolve his complaint, and provided apologies for the problems he had experienced with his tenancy.

In their response to our enquiry, the council said that a breakdown of the care and support charges was clearly itemised on the Tenancy Agreement Mr C had signed. They also explained that the SHO was not on site all of the time but should be available to respond on the telephone if called upon. They also said that when Mr C moved into sheltered housing he requested not to have contact with a SHO. Based on the available evidence, we did not uphold this aspect of Mr C's complaint.

Mr C had also complained about the tone of some of the council's complaint correspondence. While we acknowledged that Mr C was upset by some of the content of the correspondence, we noted that the council are entitled to seek to limit communication where a matter has already exhausted their complaints process. We found that the council's handling of the complaint had been reasonable and therefore, did not uphold this aspect of Mr C's complaint. However, we considered that some of their email correspondence with Mr C could have been more sensitively worded and we fed this back to the council.