

## SPSO decision report

**Case:** 201802907, Falkirk Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Decision:** upheld, recommendations

### Summary

Mr C complained that he was unreasonably charged for additional works he had not agreed to, or been advised of, following on from his initial agreement for smaller works to be carried out by the council to his property. Mr C said that the increased charge was unreasonable.

We found that, having decided to charge Mr C for the additional works, the council did not follow their own procedures in how they authorised, inspected and charged for the repair or communicated with Mr C. There was also a delay of six months after completing the works before the council queried the increased invoice from the council's building maintenance division, and invoiced Mr C. Therefore, we upheld Mr C's complaint.

### Recommendations