

## SPSO decision report

**Case:** 201203122, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained about the council's handling of his concerns about dampness in his property following storm damage to his roof. He also raised his concern about the council's handling of his complaints.

During our investigation we found that the council had carried out repairs to the roof and had arranged for two independent surveys to be carried out in connection with Mr C's concerns about dampness. Although the surveys did not identify any new evidence of water coming in, repairs were carried out as suggested in one of them. Given Mr C's continuing concerns about dampness the council agreed during our investigation to carry out a further independent survey of his property by a company not previously used. We were satisfied this was a positive response to Mr C's continuing concerns and did not uphold this complaint.

We did uphold his complaint about complaints handling. We found that that the council had failed to handle Mr C's complaints in line with their own procedure. However, as they had apologised and had taken action to draw the matter to the attention of relevant officers, we did not need to make any recommendations.