

SPSO decision report

Case: 201300591, The City of Edinburgh Council
Sector: local government
Subject: refuse collection & bins
Outcome: not upheld, no recommendations

Summary

Mr C complained about storage and collection of household waste at the building where he lives. He was unhappy that when he asked about providing a bin store, the council had said he and other residents should pay for this. Mr C was also unhappy that the council said that they had to present their bins at the kerbside for collection, which he said was a change to the existing arrangement.

Although Mr C was unhappy with the council's responses, we did not uphold his complaints. Our investigation found that, as Mr C lived in a private development, there was no obligation on the council to pay for a bin store. We also found no evidence that the council had changed the existing arrangement.