

Case: 201002551, Fife Council
Sector: local government
Subject: applications, allocations, transfers and exchanges
Outcome: some upheld, recommendations

Summary

Ms C complained about a number of issues relating to the council's handling of her housing situation between 2007 and 2009. In particular, Ms C was unhappy with the assistance offered by the council during her stay in a private rented flat. Her landlord failed to carry out required repairs and Ms C was unhappy with the council's handling of the situation and their subsequent handling of her emergency housing situation after she was forced to move from the property when it became uninhabitable. Our investigation found that the council took reasonable action in relation to the outstanding repairs and followed their procedures in the handling of Ms C's housing situation after she was made homeless.

However, we found that the council failed to bring Ms C's house up to an acceptable standard for let after carrying out essential works and that they could have offered more assistance when she moved to a permanent council house. The council accepted this and offered compensation, although Ms C remained dissatisfied with the amount awarded.

Recommendation

We recommended that the council:

- ensure tenants are advised to contact the Private Rented Housing Panel at the earliest appropriate point.