

## SPSO decision report

**Case:** 201105002, East Lothian Council  
**Sector:** local government  
**Subject:** transfers  
**Outcome:** not upheld, no recommendations

### Summary

Mr C and his partner (Ms D) complained that the council removed items from the garden of their council house after the end of their tenancy. The couple claimed that the council did this despite having agreed beforehand that they could collect the items later. They also complained that the council charged them for clearing these items as well as for the removal of kitchen equipment which they said they were told they could leave.

We found that the council's policies were clear, and confirmed that tenants must remove all property, including kitchen equipment such as that left by Mr C and Ms D, when they give up a tenancy. They also said that this was explained to Mr C and Ms D, and provided evidence that the couple had signed an 'end of tenancy' form saying they understood this. We did not uphold Mr C and Ms D's complaint as we found insufficient evidence to conclude that the council told them that they could leave items behind to be collected later.