

## SPSO decision report

**Case:** 201202460, Fife Council  
**Sector:** local government  
**Subject:** applications, allocations, transfers & exchanges  
**Outcome:** not upheld, no recommendations

### Summary

Mr C raised a complaint on behalf of Mr and Mrs A about the council's handling of their housing application. In particular they were dissatisfied that, following the withdrawal of an offer of a property on the advice of the council's occupational therapist, they were not reassessed in relation to their needs. Mr and Mrs A felt that as a result of the council's handling of the matter they had missed out on offers of properties that would be more suitable than their current home.

Our investigation found that the responsibility is on an applicant to notify the council of any change in their circumstances. We were provided with evidence that this had been explained to Mr and Mrs A, and that they had not missed out on any offers of properties. They had been advised to consider widening their areas of choice and type of housing to improve their chances of being offered a more suitable property.