

SPSO decision report

Case: 201301434, Glasgow City Council
Sector: local government
Subject: local housing allowance and council tax benefit
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council did not tell him that his housing benefit entitlement had been reduced to recover outstanding benefit overpayments. We found from our investigation that, although Mr C could not recall receiving advice about overpayments, the council were able to provide copies of the relevant notices, which were correctly addressed. They also confirmed that the notices had not been returned undelivered. Mr C told us that he had been unaware that he had a duty to inform the council of any change in his circumstances which might affect his benefit claim. We were, however, satisfied that this information was available to claimants, and there was no evidence to suggest that the council had failed to notify Mr C of the overpayment.