

## SPSO decision report

**Case:** 201301805, Perth and Kinross Council  
**Sector:** local government  
**Subject:** terminations of tenancy  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Miss C complained that the council removed an oven, hob and laminated flooring from her former tenancy in spite of a council officer having agreed that they would be offered for sale to the new tenant, and that Miss C would remove them if the tenant did not want them. The council said the oven and hob had been taken to the recycling centre, but Miss C disagreed that this had happened and also said that they had thrown out items left outside the property, which she had intended returning to get.

During our investigation the council accepted that there had been a verbal agreement about the hob and oven. They also admitted that they had made a mistake in that, when they were unable to contact the new tenant, they had not told Miss C, and had instead disposed of the items. They explained that the laminate flooring was damaged during the normal course of work and that they had the right to remove it, as Miss C had not done so before returning the keys. They said that the items left outside the house were disposed of after Miss C had returned the keys and stopped paying rent for the property.

We upheld the complaint as the council had not kept to the verbal agreement they had with Miss C. However, as they had already apologised and had decided not to recharge her for the costs incurred when she moved out, we did not find it necessary to make recommendations.