

## SPSO decision report

**Case:** 201304723, River Clyde Homes  
**Sector:** housing associations  
**Subject:** terminations of tenancy  
**Outcome:** upheld, recommendations

### Summary

Miss C complained that the association had acted unreasonably when they charged her for repairs they carried out after she moved out of her property. Our investigation found that the association inspected the property after she moved out, and the report completed then showed that some repairs were needed. Although it would have been useful if photographs had been taken of the damage, we were satisfied that there was sufficient evidence for them to pursue the cost of the repairs.

Miss C said that she was not given the opportunity to have the work done herself, and that other former tenants had received inspection visits before ending their tenancy. We found that the association were not obliged to do this prior to Miss C moving out, although we noted that doing so might have helped to avoid the problem. They also told us that they would have visited the property if she had contacted them about possible charges. That said, the repairs bill they sent Miss C referred to an incorrect address and did not provide her with information about the repairs she was being charged for. Miss C contacted them about this but the association then did not provide her with a written breakdown of the costs (although they did provide this during our investigation). Although this was a finely balanced decision, in view of these specific failings we upheld Miss C's complaint.

### Recommendations

We recommended that the association:

- issue a written apology to Miss C for failing to provide sufficient information and for quoting an incorrect address on the original bill;
- consider reviewing their policy for rechargeable repairs in relation to the evidence required, the information given on the bill and whether a survey should be carried out for all tenants before they move out of a property; and
- consider whether it would be appropriate to reduce Miss C's bill for rechargeable repairs further in view of the administrative failings identified.