

SPSO decision report

Case: 201305770, Glasgow Housing Association
Sector: housing associations
Subject: terminations of tenancy
Outcome: not upheld, no recommendations

Summary

Mr C, who had been a housing association tenant, was evicted from his property. He complained that, around the time of his eviction, the association disposed of his belongings before he had a chance to collect them. We told Mr C that we would not look at the eviction itself, as this is outwith our jurisdiction, but we would look at whether the association gave him enough warning and enough time to arrange to collect his possessions before they disposed of them.

We found that at the end of a tenancy it is the responsibility of the tenant to make arrangements beforehand for the removal of their possessions. The association would, therefore, have been within their rights to take action on the date of eviction in accordance with the warrant of the court.

We also noted that the association told Mr C several times that he needed to get his belongings ready for the eviction date and what would happen to them if he did not. Although we recognised the distress caused, the evidence showed that Mr C had 13 weeks from the date of decree for eviction being granted to prepare for the removal of his belongings. We found that the association had handled this reasonably, and we did not uphold Mr C's complaint.