

## SPSO decision report

**Case:** 201305831, Scottish Borders Council  
**Sector:** local government  
**Subject:** homeless person issues  
**Outcome:** resolved, no recommendations

### Summary

Mr C was staying in homeless accommodation provided by the council. He said that, although he did not wish to leave, his place there was cancelled because he had been spending time elsewhere. The council put his belongings into storage, but did not take an inventory. He complained to us that the council acted unreasonably in not accepting arrangements he made for his belongings to be delivered to a family member, and in disposing of his belongings without compensating him for the loss.

After we discussed this with the council, they told us that they were reviewing their practices about storage, and agreed to resolve the complaint by meeting Mr C's claim for loss of his belongings. Mr C was happy with this outcome.