

SPSO decision report

Case: 201401584, Glasgow West Housing Association Ltd
Sector: housing associations
Subject: rent and/or service charges
Outcome: not upheld, no recommendations

Summary

Mr C accepted a tenancy with the association but, because he had concerns about the property, he ended the tenancy and returned the keys a few days later. He then made enquiries with the association about taking on a new tenancy, but found out that there were arrears outstanding from the first tenancy. Mr C did not believe that he should pay these given his concerns, and he complained. He was unhappy with the association's response to his complaint so he brought the matter to us.

The association said that Mr C was liable to pay rent for the notice period, in line with the information in the tenancy agreement. We reviewed the evidence available, which showed that they had explained to Mr C that he would still have to pay rent even though he ended his tenancy after a few days. We did not uphold his complaint.