

## SPSO decision report

**Case:** 201401874, Berwickshire Housing Association Ltd  
**Sector:** housing associations  
**Subject:** terminations of tenancy  
**Outcome:** not upheld, no recommendations

### Summary

Mr C was unhappy with the housing association's invoice for repairs to his former property. The charges related to work done after he had moved out, but Mr C felt he had left the property in a good condition which meant he was not liable for the full amount.

Our role was to consider whether the evidence pointed to maladministration by the association. Our investigation found that, from an administrative perspective, the evidence showed that Mr C was responsible for certain repairs. Either he could carry them out or the association could, and they would charge him. This was detailed in letters they sent him, their tenant handbook and also the relevant policy. They also provided a copy of their inspection worksheet (completed after Mr C left the property) and it reflected the repairs that were ultimately charged for.

Although Mr C disputed the invoice, the evidence available was limited. The paperwork showed the association had taken Mr C's concerns into account and reduced the invoice after he provided evidence that certain issues should not have been charged. However, the remaining evidence, on balance, did not support his claim that the additional charges were incorrect or that there had been maladministration. We did not uphold Mr C's complaint.