

## SPSO decision report

**Case:** 201401961, Fife Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council unreasonably charged him for repairs after he vacated their property. When he left the property the council had sent him a bill for repairs that they said needed carried out. Mr C said he had caused some of the damage, but not other items that were listed. The council then cancelled some of the charges but said that the remaining ones stood.

Our investigation found that the council had photographic evidence of the repairs that they ultimately asked Mr C to pay for. We also found that they had clear guidance in their policy about charging for damage, and that this was in the tenancy agreement that Mr C had signed. Therefore, we did not uphold Mr C's complaints.