

SPSO decision report

Case: 201403673, Fife Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C moved out of a council property. Before moving out he was asked to replace a kitchen and bedroom door and to fill in part of another door where a lock had been fitted. Mr C told us that he carried out these repairs and that a council representative passed them as acceptable. Two months after moving out, Mr C received a bill for the doors as the council said that they had had to replace them, and he complained to us about this.

We did not uphold Mr C's complaint. In response to our investigation the council supplied photographs of the doors that they had replaced, showing clear damage to them. They also supplied their policies which showed that the tenant had to make necessary repairs before vacating the property and allowed the council to recharge the tenant for the costs of replacing any fittings or making repairs. We found no evidence proving that a council representative passed the repairs as acceptable.