

## SPSO decision report

**Case:** 201404990, Hillhead Housing Association 2000  
**Sector:** housing associations  
**Subject:** terminations of tenancy  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that the association had unreasonably charged her for repairs to her property and the removal of rubbish from the property, when she vacated it at the end of her tenancy. Mrs C said she had made all the necessary repairs and arranged for an uplift from the council for the rubbish left. Mrs C also questioned why it had taken the association three months to issue her with the bill for these works.

Our investigation found the association had been clear with Mrs C regarding the condition to leave the property in. They had also told her that if the property was not in a satisfactory condition then she was liable to have the costs of returning the property to such a condition recharged to her. While the council had uplifted some of the rubbish, Mrs C was told by the association that there was further rubbish outstanding. Furthermore, while the bill for the works was not sent for ten weeks from the date Mrs C vacated the property, she had been told before the bill was sent that the property was not in a satisfactory state and that charges were likely. For these reasons, we did not uphold Mrs C's complaint.