

SPSO decision report

Case: 201100106, Glasgow City Council
Sector: local government
Subject: finance - rent
Outcome: not upheld, no recommendations

Summary

Mr C is a private landlord. As his tenant had delayed in paying him rent, he asked the council for help in 'safeguarding' the tenant's housing benefit payment by having the benefit paid directly to him. A council can agree this type of request where a tenant is eight weeks or more in arrears of rent.

Mr C complained that the council unreasonably ignored information in his letter to them and failed to take appropriate action. He said that the council had not used their powers to recover housing benefit paid to the tenant before the Christmas and New Year holiday period. Mr C said that his tenant left the tenancy early in the New Year, owing him two months rent. After complaining to the council, he remained unhappy and brought the complaint to us.

We did not uphold Mr C's complaints. This was because our investigation found that his letter said that the tenant was not eight weeks in arrears. We found that the council did authorise a payment to the tenant just before the festive period, but that at this point the tenant was not yet eight weeks in arrears. We found that the payment had not been made in error, and that that the council's actions were reasonable.