

## SPSO decision report

**Case:** 201401233, Perth and Kinross Council  
**Sector:** local government  
**Subject:** terminations of tenancy  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained on behalf of Ms A. She said that Ms A had agreed to move out of her property temporarily in order to allow repairs to be carried out. Ms C said that Ms A had been told after she moved out that she would not be allowed to return to the property. In addition she said the council had placed Ms A's possessions in storage without her consent and had not handled them appropriately. Ms C said Ms A had discovered her possessions had been placed in front of her house. She said this included personal possessions, exposing her to ridicule as photographs of them were placed on social media. Ms C said Ms A believed her goods had been intentionally damaged.

Our investigation found that, as Ms A had refused to allow the council access to the property, it was only following her move into temporary accommodation that it could be properly assessed. This assessment found that the property was not fit for habitation and posed a health risk due to severe neglect by Ms A. We found the council had acted appropriately by refusing to allow Ms A to return. Our investigation also found that the council had made it clear to Ms A that her goods would be placed in storage and that her agreement to this was on record. The council had acknowledged that some heavily soiled items of furniture had been left inappropriately outside, however, they had apologised for this. Storage had been provided as soon as possible and the evidence showed the contractors had been careful to identify personal effects, handing them over to the council for safekeeping.