

## SPSO decision report

**Case:** 201406154, Fife Council  
**Sector:** local government  
**Subject:** applications, allocations, transfers & exchanges  
**Outcome:** not upheld, no recommendations

### Summary

Ms C and her family lived in a property that needed some work done that could not be carried out with tenants in the property. She was offered a temporary property to live in whilst the work was being carried out, but Ms C said she had asked if she could be considered for a permanent house move. She said that the council had initially agreed to this. When Ms C's request for a permanent housing transfer was turned down, she complained to us.

The council's tenancy policy states that a tenant may be relocated temporarily to allow the council to carry out work, but tenants will then return to their permanent tenancy following completion of work. The policy also sets out the (separate) system whereby points are allocated to determine eligibility for council housing. We found that the council had sought other options such as bed and breakfast accommodation for the duration of the works, which was beyond what they were required to do. We also found that Ms C and her partner were not eligible for a permanent housing transfer. Although we recognised that this was a stressful experience involving upheaval for Ms C and her family, we did not uphold the complaint.