

SPSO decision report

Case: 201503004, Falkirk Council
Sector: local government
Subject: terminations of tenancy
Outcome: not upheld, no recommendations

Summary

Ms C complained that the council unreasonably terminated her former tenancy. She told us that when she moved out of her council property, she handed in her keys and an end of tenancy form. We found no evidence of this. The council said they did not receive the keys and form until two months after the date Ms C claimed. They ended the tenancy four weeks later, in line with the tenancy agreement Ms C had entered into.