

## SPSO decision report

**Case:** 201605546, Castlehill Housing Association Ltd  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about rechargeable repairs he was billed for after he vacated his tenancy. Under the terms of his tenancy agreement he was responsible for any damage caused and any items left in the property. He was charged for removal of items, repairs to doors and cleaning and redecoration throughout.

We found that Mr C had been properly advised of his responsibilities. We further found that the condition of the property was beyond what could be considered fair wear and tear. We did not uphold the complaint.