

## SPSO decision report

**Case:** 201804495, Fife Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained that the council had unreasonably charged her for repairs to her former tenancy.

We found that it was reasonable for the council to charge Ms C for the repairs. The council had followed their procedure, although there was a delay in issuing the invoice. Ms C was also informed in writing in the tenancy agreement and during the termination process that she could be invoiced for rechargeable repairs identified after the pre-termination inspection. Therefore, we did not uphold this aspect of the complaint.

Ms C also complained that the council failed to respond reasonably to her appeal for the charged repairs. We found that the council's response provided photographic evidence, referred to their recharge procedure and Ms C's tenancy agreement to support their view that the charges were due. The council provided a reasonable explanation of how they have come to their view and offered a payment plan to pay the charge in instalments. Therefore, we did not uphold this aspect of the complaint.