

## SPSO decision report

**Case:** 201809522, East Dunbartonshire Council  
**Sector:** Local Government  
**Subject:** applications / allocations / transfers / exchanges  
**Decision:** not upheld, no recommendations

### Summary

Mrs C complained on behalf her daughter (Ms A) that Ms A had been unreasonably removed from the council's homeless waiting list for settled accommodation.

After Ms A had been placed on the waiting list, she accepted a private let outwith the council area but did not inform the council of her change in circumstances. Ms A and her family were later sent a provisional offer for settled accommodation, which Ms A accepted, however the council noted in the course of their pre-allocation checks that Ms A had taken up a private let and no longer met the homeless criteria. As a result, the council withdrew the offer and removed Ms A from the homeless waiting list.

We found that Ms A had signed an agreement to inform the council of any changes in circumstances, including a change of address, and she had not told the council that she had moved to a private let outwith the council area. Additionally, we found that in taking up the private let, she no longer met the criteria to be provided settled accommodation by the council and it was reasonable that the council removed her from the waiting list. As a result, we did not uphold this complaint.