

## SPSO decision report



**Case:** 201908559, River Clyde Homes  
**Sector:** Housing Associations  
**Subject:** Homeless person issues  
**Decision:** some upheld, recommendations

### Summary

Mr C, who is homeless, applied to view properties advertised as being immediately available to let. Mr C considered that the properties were not in a condition to be advertised as being immediately available to let.. In relation to the first property, we found that the electric meter had been read during the void period and therefore it was reasonable for the association to expect that it was working when the property was advertised as being immediately available to let. In relation to the second property, the association offered a paint pack as an incentive to rent this property, and we found that this was in accordance with their policy for properties where décor affected the ability to let the property. We did not uphold these complaints.

Mr C also complained that he was advised that he could obtain immediate entry after viewing the properties and signing the tenancy agreement. We found that in relation to the first property this information was not clear on the website and it would have been reasonable to expect that this would be explained at the outset, given that prospective tenants looking to rent a property immediately may be living in stressful circumstances. We therefore upheld this complaint.

Mr C also complained that he was suspended from the property register because he refused two properties. We found that whilst Mr C understood that he had been suspended, the records did not show that he had and this should have been explained to him. We therefore upheld the complaint.

### Recommendations

What we asked the organisation to do in this case:

- Apologise to Mr C for failing to make it clear that he may not be able to move into the property on the day of viewing as the tenancy agreement required to be signed and any gas uncapped prior to a tenant. The association should also pay Mr C the sum of £50 as a goodwill gesture, for travel expenses in respect of his journey to view the first property.

What we said should change to put things right in future:

- Ensure the website contains information under immediately available properties which states the applicant may not be able to move in on the day of viewing and why. Ensure housing officers state, when arranging viewings of immediately available properties, that the applicant may not be able to move in on the day of viewing and why.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.