

SPSO decision report

Case: 201200055, Dumfries and Galloway Housing Partnership
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy with the housing association's response to complaints he had brought to them of antisocial behaviour and noise nuisance. He complained that the association had failed to respond appropriately to his complaints.

Our investigation found that over a period of four years, Mr C had complained four times about noise nuisance and antisocial behaviour by his neighbours. In addition, he made a complaint to the council on one occasion, who shared this information with the association in a joint working arrangement. Our investigation found that each of these complaints was appropriately dealt with, but that the association could have given Mr C more information about what they were doing to resolve each situation. They had already identified this themselves, however, and had made changes to ensure that this did not happen again.