

SPSO decision report

Case: 201204104, Castle Rock Edinvar Housing Association
Sector: housing associations
Subject: neighbour disputes and antisocial behaviour
Outcome: upheld, recommendations

Summary

Mr C raised his concern about the housing association's handling of his complaint about antisocial behaviour by a neighbour. He complained that the association had failed to follow their policies and procedures for dealing with antisocial behaviour.

We upheld the complaint as during our investigation we found that the association had considered the matter to be a neighbour dispute, and while they had been in contact with Mr C in response to his complaint they had failed initially to fully investigate his concerns in line with their policy. They had subsequently investigated the complaint appropriately, and had suggested organising a meeting with the two parties in an effort to resolve the dispute.

Recommendations

We recommended that the association:

- remind staff of the need to comply with the association's antisocial behaviour policies; and
- consider whether any lessons can be learnt from the handling of this case.