

SPSO decision report

Case: 201204364, Kingdom Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mrs C complained about the housing association's response to a request that her mother's designated parking space be altered. The association considered the request but decided that, taking everything into account, the alteration could not be made.

Mrs C complained to us that the association had not taken her mother's personal circumstances into consideration. We found, however, that there was clear evidence that they had considered her mother's circumstances and, based on these, had taken a decision that they were entitled to take. As there was no evidence of anything having gone wrong in the taking of that decision, we did not uphold the complaint.