

## SPSO decision report

**Case:** 201205152, Fife Council  
**Sector:** local government  
**Subject:** applications, allocations, transfers & exchanges  
**Outcome:** not upheld, recommendations

### Summary

Miss C is a council tenant. She complained that the council failed to acknowledge that there was a noise nuisance from her nextdoor neighbour's house and to take reasonable steps to resolve the matter.

Our investigation found evidence that the council had investigated Miss C's complaint. Visits had been carried out and no nuisance was identified. The view taken was that any noise came from normal household activities. It was clear that the council had not found a problem and this was why no further action had been taken. We did not, therefore, uphold the complaint but because it had been almost a year since the last visit by the council, and Miss C told us that she was continuing to experience a problem, we decided that it was reasonable to make a recommendation about this.

### Recommendations

We recommended that the council:

- arrange a visit to Miss C's home to investigate her complaint about noise nuisance.