

SPSO decision report

Case: 201303446, Melville Housing Association Ltd
Sector: housing associations
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Over a period of two years Mrs C complained about the noise coming from a neighbouring property occupied by tenants of the association. She found the noise distressing and explained that it made her and her husband anxious and agitated. Although she had many contacts with the association, she said they did not resolve her complaints satisfactorily.

Our investigation examined all the association's communication with Mrs C, and the actions they took. We did not uphold her complaint, as although there was no corroborative evidence of noise, we found that the association tried to progress options with her to find solutions to the problems she was experiencing. We also found that they responded reasonably to her complaints.