

SPSO decision report

Case: 201305369, Thenue Housing
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Ms C said that when she experienced antisocial behaviour (ASB) from her neighbour, the association did not follow the relevant policies and procedures in relation to this. In particular, she complained that the association did not keep her updated as they should.

We requested the complaint file from the association and noted from their final complaint response that they accepted they had made mistakes and apologised to Ms C for this. We also noted that they had learned lessons from Ms C's complaint and, as a result, have made improvements to the way they deal with ASB complaints. Having carefully considered all of the information available it was clear that the association had taken Ms C's complaint seriously, fully investigated it and made improvements to their procedures. We considered this to be reasonable in the circumstances and did not uphold the complaint.