

SPSO decision report

Case: 201401285, Horizon Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and antisocial behaviour
Outcome: some upheld, recommendations

Summary

Ms C complained that the association had not reasonably investigated her complaint or offered her support during a neighbour dispute about noise disturbance. During our investigation we found that the association had not thoroughly investigated Ms C's complaint as they had not spoken to all the parties involved. We, therefore, upheld this part of Ms C's complaint.

We found, however, that the association had followed their policy in supporting Ms C by offering her mediation and suggesting a practical solution, and we did not uphold this part of her complaint.

Recommendations

We recommended that the association:

- take steps to ensure that in future they keep better records to justify their decisions; and
- apologise to Ms C for the failings we identified.