

## SPSO decision report

**Case:** 201404348, South Lanarkshire Council  
**Sector:** local government  
**Subject:** neighbour disputes and anti-social behaviour  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained about how the council handled his concerns about nuisance and anti-social behaviour. He had complained about damage to common areas, noise nuisance and the keeping of chickens which he believed attracted vermin.

We found that the council followed their policy when Mr C reported neighbour nuisance and took reasonable steps to investigate and corroborate his complaints. They inspected the area where the chickens were kept and found it to be of a reasonable standard. They found no evidence of vermin and offered advice about signs of rodent activity to watch out for. They also offered to monitor noise by installing monitoring equipment, although Mr C declined this.

The council took reasonable steps to obtain witness evidence. We found that the evidence gathered did not substantiate Mr C's concerns and so the council had no grounds on which to act. Although they saw damage to a gate, there was no evidence to prove who was responsible for this. The council had advised Mr C's neighbour that the close was common to both properties and that they should respect this, and had offered mediation. We concluded that the council acted appropriately.