

## SPSO decision report

**Case:** 201508513, Falkirk Council  
**Sector:** local government  
**Subject:** neighbour disputes and anti-social behaviour  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained about the lack of action taken by the council when she reported noise and other nuisance or anti-social behaviour from her neighbour, a council tenant. Mrs C eventually moved out and rented her property out. Mrs C contacted the council to complain when her tenant began to experience the same anti-social behaviour.

We found that the council had followed their anti-social behaviour policy. Specifically, when nuisance was reported, we found that the council had visited the property and tried to get statements from the person who reported the nuisance and / or neighbours. Each time they visited they left calling cards. The council offered to install noise monitoring equipment. This did not happen because people moved out or did not want the equipment installed. The council also asked people to make statements or to fill in diary records but these were not returned. The council also worked with the tenant who was causing the problem to try to improve the situation, for example by getting the tenant to agree her dog would be kept on a lead when exiting or entering the block and would not foul the drying green area.

When the council did receive the evidence they needed they acted swiftly and issued a warning to the tenant in line with their policy, so we did not uphold Mrs C's complaint.