

SPSO decision report

Case: 201508698, Glasgow Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Ms C, who works for an advocacy agency, complained on behalf of her client (Mr A) that the housing association had not done enough to deal with the anti-social behaviour that Mr A had reported and did not reasonably manage his request to be rehoused.

Mr A had experienced anti-social behaviour from a previous neighbour. When he began experiencing it again from the next tenant, he requested a management transfer (a special transfer not based on the normal points system).

We found that the association had been unable to corroborate Mr A's allegations of anti-social behaviour, despite visiting the property and installing noise monitoring equipment. As such they were limited in how much action they could take. We also found they had assessed Mr A's request to be rehoused in line with their normal allocations policy and did not consider a management transfer to be appropriate; this was a discretionary decision they are allowed to take. For these reasons, we did not uphold Ms C's complaints.