

SPSO decision report

Case: 201602008, Argyll Community Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mr C complained on behalf of his mother (Mrs A) that the housing association failed to take reasonable action to address the anti-social behaviour of Mrs A's neighbour. Mr C said that as a consequence Mrs A been left distressed and upset.

We found that in dealing with Mrs A's case, the association had followed their own policies and the advice of their solicitors. A legal process was entered and this was lengthy. However, as this was not within the control of the association, we did not uphold Mr C's complaint.