

SPSO decision report

Case: 201604921, Trust Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the housing association failed to reasonably investigate and respond to complaints she raised about her exclusion from a communal area within the residential development in which she lived.

We found evidence that the association carried out a suitable investigation after Mrs C complained about the decision. We found the association had taken sensible and sensitive steps to bring about a resolution. We did not uphold Mrs C's complaint.