

SPSO decision report

Case: 201608566, Aberdeenshire Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Mr C complained that the council had not taken action against their tenants who he suspected were operating a business from the property, in contravention of the tenancy agreement. The council responded noting that they had carried out visits to the tenant's property and, whilst they had concerns, there was not sufficient evidence available with respect to the allegations regarding a business. Mr C was not satisfied with the response and brought his complaint to our office.

We found that the council had taken steps to investigate concerns about the activities of the tenants. This included liaising with neighbours, Police Scotland, Environmental Services and Trading Standards with respect to the activities of the tenant. The council followed up on concerns with the tenant, issuing formal warnings where they considered it was appropriate. They chose to manage the situation with the tenants, but also continued to act on concerns by neighbours. Whilst we considered there was some delay in the council concluding their investigations, we considered that, given the nature of the investigations required, the delay was not unreasonable. We concluded that the council reasonably followed their processes and we did not uphold the complaint.