

SPSO decision report

Case: 201608805, North Lanarkshire Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Mr C complained that the council unreasonably delayed in repairing the door entry system at his block of flats following a fire at his property. Mr C is on the council's housing list and he believes that the council are not following their housing allocation policy correctly. He complained that they failed to provide him with a clear explanation of their housing allocations policy. Mr C also complained the council did not take appropriate action in line with their policies to address his concerns about anti-social behaviour at his property.

Our investigation found that the council did progress the repairs to the door entry system where possible. However the delay was due to other residents not allowing the council access to their properties. It is our view the council did not unreasonably delay in repairing the door entry system. We found the complaints about anti-social behaviour related to Mr C's previous tenancy. The council's policy also states that if the complaints about anti-social behaviour relate to a disturbance, then the correct procedure is for the complainant to report this to the police. We also found the council's explanation of their housing allocation policy was correct and that they had applied it correctly. We found no fault or failing in the council's actions therefore we did not uphold Mr C's complaints.