

SPSO decision report

Case: 201608861, Castle Rock Edinvar Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Miss C complained to the housing association that, prior to her agreeing to take up a tenancy, they failed to fully disclose the extent of the neighbours' anti-social behaviour, specifically relating to their barking dogs. She also complained that the association failed to take appropriate steps to address her complaints of anti-social behaviour by neighbours.

In their response to Miss C's complaint, the association explained that she was advised of the neighbouring dogs causing a nuisance, but that they had no other information or complaints regarding the extent of the dogs barking prior to her taking up the tenancy. They outlined that they had advised her that the neighbour was a private tenant and as such they had no power to take action.

Miss C was not satisfied with the association's response to her complaint. She considered that the association should have done more to manage the problems with respect to the barking dogs and associated disturbances with her neighbours. She brought her complaint to us.

We did not find any evidence that, prior to Miss C taking up her tenancy, the association had received complaints regarding barking dogs at neighbouring properties. Consequently, we did not consider that the association had unreasonably failed to provide her with important information prior to her taking up the tenancy.

In relation to the handling of Miss C's complaints, we found that Miss C was offered appropriate advice that the council were the appropriate body to take action in relation to disturbances relating to barking dogs. We considered that the association had provided Miss C with appropriate advice in the circumstances.

We found that the association had investigated Miss C's complaints of anti-social behaviour appropriately, in line with their anti-social behaviour policy, and had advised Miss C of the outcome on each occasion. As a result, we considered the association had carried out appropriate investigations.

We did not uphold Miss C's complaints.