

SPSO decision report

Case: 201702241, Glasgow Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Decision: some upheld, no recommendations

Summary

Mrs C complained about how the housing association had dealt with her reports of anti-social behaviour and that there had been failures in their communication with her.

We found that, although the association were unable to share the details of the actions they had taken when Mrs C reported anti-social behaviour, they had followed their anti-social behaviour policy and taken appropriate action. We did not uphold this aspect of complaint.

The association acknowledged occasions when their communication was poor and apologised for this. We upheld this aspect of the complaint but did not make any recommendations.