

SPSO decision report

Case: 201707161, Glasgow Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Mrs C complained on behalf of her late mother (Ms A) that the housing association failed to take reasonable action or provide an appropriate level of support in response to reports of anti-social behaviour. Ms A had made a number of complaints about anti-social noise caused by her upstairs neighbour. The association issued a warning to the neighbour after one report but did not take any further action following others. Mrs C felt that the association's lack of action in response to anti-social behaviour caused Ms A to complete suicide.

We found that the association had taken action against the neighbour on the one occasion that they had evidence of anti-social behaviour occurring. Given the type of anti-social behaviour, we considered that an initial warning was appropriate and in line with the housing association's internal policies. The association attempted to corroborate other reports of anti-social behaviour but were unable to do so. Therefore, we considered that it would not have been appropriate for them to take further action on these occasions. We also noted that the reports of anti-social behaviour increased within a relatively short timeframe and we found no evidence to suggest that the housing association would not have escalated the measures taken and offered further support had the incidents continued. We considered that the housing association had acted reasonably and in line with relevant procedures. Therefore, we did not uphold Mrs C's complaint.