

SPSO decision report

Case: 201802359, Wheatley Housing Group Ltd
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Decision: upheld, recommendations

Summary

Mr C complained that the association had responded unreasonably to his complaints of anti-social behaviour and his request to move home in response to this.

We found that the association had not followed procedures as set out in their anti-social behaviour and allocation policies. In relation to the complaints of anti-social behaviour, we found that timescales were not met, there was no evidence that Mr C was supported or a resolution sought and Mr C was not communicated with reasonably. Therefore, we upheld this aspect of Mr C's complaint.

The association failed to respond reasonably to Mr C's request to move home. It was found that Mr C was not informed of the outcome of his request to move, there was no evidence that the request was discussed with the Area Housing Manager or Area Director as was procedure, or that Mr C was notified of the decision to refuse his request. Therefore, we upheld this aspect of Mr C's complaint.

Recommendations