

SPSO decision report

Case: 202006018, Wheatley Housing Group Ltd
Sector: Housing Associations
Subject: Neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

C moved into their property and began experiencing antisocial behaviour from their neighbours. C complained to the association about their handling of C's reports of antisocial behaviour.

We sought information from the association about C's reports. As part of that, we saw evidence which related to C's neighbours but that we could not share for reasons of confidentiality and data protection.

We found that the association took action to investigate each of C's reports. These actions were undertaken promptly. Some contact from the association took longer than their policy specified, however in the context of the COVID-19 pandemic, this was reasonable.

Information relevant to the investigations was sought from external agencies and relevant investigations were undertaken by association staff. Staff were not able to corroborate all the incidents reported to them. Sometimes there were no other witnesses to the incidents and sometimes it was determined that the noise was not excessive or antisocial.

We were satisfied that the association had investigated each report of antisocial behaviour made to them and that they had taken appropriate action when those incidents had been corroborated. We did not uphold the complaint.