

## SPSO decision report

**Case:** 201103531, Fife Council  
**Sector:** local government  
**Subject:** neighbour disputes and anti-social behaviour  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C was the owner-occupier of a flat underneath a council property. She regularly reported to the council that the actions of the tenant above caused her nuisance. Her reports mainly concerned her neighbour pacing the floor for prolonged periods, the constant drone of a television which was occasionally turned up to a high volume and clearly audible telephone conversations. The council visited Mrs C's property on numerous occasions and installed a noise recording system in her home for a week, but did not find evidence of antisocial noise.

Mrs C considered that the council's actions were inadequate and thought that they should install additional sound insulation between the flats. She asked us to investigate a number of points, including the level of noise required before the council take action; the council saying that the costs for potential work on other properties were a reason for not doing work on hers; the council's consideration of her human rights; and the response times to her noise complaints.

After considering the council's comments, actions and obligations, we found that the council acted reasonably in relation to all of the above points so we did not uphold this complaint.