

## SPSO decision report

**Case:** 201201288, Hebridean Housing Partnership Ltd  
**Sector:** housing associations  
**Subject:** neighbour problems  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, a solicitor, complained on behalf of his client (Ms A) who is a tenant of a housing partnership. The flat above Ms A has been let to a charity which houses young people who have been in trouble with the police or who need help with problems. Mr C said the housing partnership did not discuss this with Ms A or her neighbours, and that she has been bombarded by noise, parties and, on one occasion, water coming through her ceiling.

We did not uphold the complaint. Our investigation found that the partnership had followed their own policies and procedures and allocated the property to the charity appropriately. We also found that Ms A had not initially reported any instances of antisocial behaviour and that the partnership had advised her that if she did so, they would take the appropriate action.