

SPSO decision report

Case: 201300330, Dunedin Canmore Housing Ltd
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Ms C complained to the housing association about various types of antisocial behaviour by a neighbour. She complained that the association had failed to deal appropriately with her complaints and had unreasonably failed to carry out their promise to fix her neighbour's flooring to limit household noise causing disturbance to her.

We examined diaries kept by Ms C, together with the association's files on their contact with her and the investigation of her complaints. The evidence showed that housing officers had carried out appropriate enquiries, had explored the possibility of mediation and had told Ms C the outcome of their enquiries and why they were unable to pursue matters. We could not establish whether Ms C was given promises that flooring repairs would be done, but we found that housing officers had agreed that a survey should take place, and that repairs were later carried out. We did not uphold her complaints.