

SPSO decision report

Case: 201406085, Kingdom Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and antisocial behaviour
Outcome: not upheld, no recommendations

Summary

Mr C complained about the way the housing association had considered his complaints about anti-social neighbours. He did not think they had taken appropriate steps to investigate his concerns about the noise two separate neighbours were making.

Our role was to consider whether the evidence pointed to maladministration by the association. This meant we compared the steps they had taken against the steps their policy said they should have taken for such matters. However, it was not for us to assess whether, or to what extent, Mr C was suffering from anti-social behaviour.

The evidence indicated that, although Mr C was unhappy, the association had acted in line with their policy. Mr C had wanted noise monitoring equipment to be installed, but the evidence showed they had contacted the council about this on Mr C's behalf. However, the council said it would be their decision – not the association's – as to whether equipment would be installed. We recognised the significance of this matter for Mr C, but we did not consider the evidence showed that the association had not believed Mr C as he had alleged, or that they failed to investigate matters appropriately. We did not uphold the complaint.