

## SPSO decision report

**Case:** 201503760, Caledonia Housing Association  
**Sector:** housing associations  
**Subject:** neighbour disputes and anti-social behaviour  
**Outcome:** not upheld, no recommendations

### Summary

Ms C said that since her neighbour moved next door, she had been disturbed and upset by her neighbour's anti-social behaviour. She complained that while she had brought her concerns to her landlord (the housing association), they had failed to reasonably respond to her concerns.

We found that although many complaints had been made, they were denied by Ms C's neighbour. The association was unable to confirm that anti-social behaviour had taken place because there was no independent evidence of such behaviour. This was despite the association having involved third parties such as the police and the council in their investigation. The evidence showed that throughout, the association had followed their policy on anti-social behaviour complaints - they had interviewed both parties, attempted to obtain independent verification and used noise monitoring machinery. They had also offered a mutual exchange of house to the parties involved. No proof of anti-social behaviour had been found. In these circumstances, we did not uphold the complaint.