

SPSO decision report

Case: 201508757, Key Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: some upheld, recommendations

Summary

Ms C complained about the housing association's handling of her concerns about her neighbour's dog. Ms C said there was excessive noise from her neighbour's dog and remained dissatisfied with the action taken to date by the association to resolve the situation. Ms C was also unhappy with the association's handling of her complaint.

The association provided evidence of the action taken to try to resolve the situation, which included discussions with a number of agencies. These discussions were ongoing in an effort to try to resolve the situation. We were satisfied that, based on the evidence provided, the association had taken action in line with the relevant policy. We did, however, identify faults in the handling of the complaint under their process.

Recommendations

We recommended that the association:

- ensure a further assessment has been undertaken and independent evidence of the situation is obtained, and provide evidence of this to this office and Ms C; and
- remind staff of the need to follow the complaints procedure, in particular, in relation to an extension to the timeline and a referral to this office.