

SPSO decision report

Case: 201603698, Glasgow Housing Association
Sector: housing associations
Subject: neighbour disputes and anti-social behaviour
Outcome: some upheld, recommendations

Summary

Miss C complained that the association failed to respond reasonably to her reports of the anti-social behaviour of other tenants, including regarding communal areas, and failed to reasonably deal with her subsequent complaint.

We found that the association took appropriate action to investigate and respond to the concerns Miss C raised about anti-social behaviour, including issuing written warnings where corroboration was available. We were satisfied that they acted in accordance with their procedures, and we did not uphold this aspect of Miss C's complaint.

However, we upheld Miss C's complaint about the way her subsequent complaint was dealt with by the association. This is because they failed to respond within the required timescale, an extension was not agreed, and the complaint was not escalated appropriately, in accordance with the requirements of their complaints procedure.

Recommendations

We recommended that the association:

- clarify in their policies and procedures the responsibilities of the organisation as regards the maintenance of communal areas; and
- remind relevant staff of the requirements of the complaints handling procedure.