

SPSO decision report

Case: 201607852, Queens Cross Housing Association Ltd

Sector: housing associations

Subject: neighbour disputes and anti-social behaviour

Decision: some upheld, recommendations

Summary

Mr C complained about his housing association's response to reports of anti-social behaviour and their response to his request for a repair.

We found that the association had spoken to neighbours and the caretaker to gather more information on Mr C's reports of anti-social behaviour. We also found that the association had appropriately informed Mr C of the outcome of their investigations. However, we were critical that they did not contact Police Scotland to find out what information they held, as Mr C had passed on a police incident number. We upheld this aspect of Mr C's complaint.

We found that the repair request was actioned appropriately and we did not uphold that aspect of the complaint.

Recommendations

What we said should change to put things right in future:

- The association should gather all available evidence to inform their response to reports of anti-social behaviour, including records from Police Scotland if necessary.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.