

SPSO decision report

Case: 201701146, Elderpark Housing Association Ltd
Sector: housing associations
Subject: neighbour disputes and antisocial behaviour
Decision: not upheld, no recommendations

Summary

Mr and Mrs C complained that the housing association had not responded reasonably to their complaints of anti-social behaviour. We found that the association made multiple actions to respond to the issue, ultimately evicting the offending tenant and re-housing Mr and Mrs C. We considered that the association took reasonable steps to respond to the anti-social behaviour. We did not uphold this complaint.