

## SPSO decision report

**Case:** 202103075, Castlehill Housing Association Ltd  
**Sector:** Housing Associations  
**Subject:** Neighbour disputes and anti-social behaviour  
**Decision:** upheld, recommendations

### Summary

C complained that the association did not respond reasonably to reports of anti-social behaviour C made about a neighbouring tenant (B).

The association and the police jointly visited B, discussed the reports and agreed an acceptable behaviour contract. C raised further complaints of anti-social behaviour by B. The association undertook action following consideration of these complaints. C raised further complaints and C left their property temporarily to get away from the stress and exhaustion they had experienced. C also requested the tenancy of another property. The association issued B with a warning letter and C moved to another property. C complained to the association regarding B's history of anti-social behaviour and the association's action in response to these reports. In their response, the association said they believed their actions had complied with the relevant tenancy agreements and their Anti-Social Behaviour and Harassment Policy.

We found that the association were not able to demonstrate that C's reports of anti-social behaviour were categorised in line with their Anti-Social Behaviour and Harassment Policy. We also found that the association did not record all of the reports they received from C, did not record what information or other factors were taken into account when reaching their decisions on C's reports and did not record the reasons why they reached the conclusions they did on what the most appropriate action to take in relation to the reports were. Therefore, we upheld C's complaint.

### Recommendations

What we asked the organisation to do in this case:

- Apologise to C for the failure to respond reasonably to reports of anti-social behaviour. The apology should meet the standards set out in the SPSO guidelines on apology available at [www.spsso.org.uk/information-leaflets](http://www.spsso.org.uk/information-leaflets).

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

- The association should follow their anti-social behaviour procedures when handling all reports of anti-social behaviour, including the categorisation of reported anti-social behaviour, the recording of reports of anti-social behaviour, the investigation of reports of anti-social behaviour and the recording of decision-making in relation to reports of anti-social behaviour.

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.