

SPSO decision report



Case: 202407333, North Glasgow Housing Association Ltd
Sector: Housing Associations
Subject: Neighbour disputes and anti-social behaviour
Decision: upheld, recommendations

Summary

C complained that the association did not reasonably address reports of antisocial behaviour. C is the Chief Executive of a charity who owns a property in a block where other properties are owned by the association. The charity's tenant complained of antisocial behaviour from one of their neighbours and the charity reported this to the association. A few weeks later, C complained that these reports of antisocial behaviour had not been addressed. C did not receive a response until they followed it up some months later. The association explained that they considered their policies and procedures had been followed. C was dissatisfied and raised their complaints with SPSO.

We found that the association did not progress the reports of antisocial behaviour in line with their antisocial behaviour procedure. They did not update C regarding the situation and did not advise C when the case was closed. We found that the association did not keep full and accurate records of telephone calls and verbal discussions regarding an investigation which contributed to the association making an inaccurate statement to the charity. The association also failed to update the relevant recording system in relation to a report of antisocial behaviour, failed to categorise the report or to consider whether the report was substantiated as the antisocial behaviour procedure required.

We found that the association did not recognise some of their failures when investigating and responding to C's complaint. Therefore, they missed the opportunity to take steps to ensure that there could be no recurrence of this at a time when this could have been effective for A and the other residents at the property. We upheld C's complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to the charity and, via the charity, their residents that they did not take reasonable action in response to reports of antisocial behaviour. The apologies should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/meaningful-apologies.

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

- The association should follow their antisocial behaviour procedure in responding to reports of antisocial 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.