

SPSO decision report

Case: 202208569, Aberdeen City Council
Sector: Local Government
Subject: Neighbour disputes and anti-social behaviour
Decision: some upheld, recommendations

Summary

C and their autistic child took up their tenancy, having been offered the property following assessment for priority for allocation.

C reported anti-social behaviour that they were experiencing from neighbours to the council. The behaviour ranged from communal areas being untidy and vandalised, to evidence of drug taking, loud noise and aggressive behaviour from neighbours and others entering the block.

C was dissatisfied with the action that the council took in response to numerous reports of anti-social behaviour, and they were very concerned about the impact that this was having on their child. C was also dissatisfied with the council's handling of their application to be allocated another tenancy in a different area, and their refusal to consider sheltered housing given their child's needs.

The council responded to C's concerns explaining that they had responded appropriately to reports of anti-social behaviour and did not uphold C's complaint. The council also explained that they considered that C's initial allocation of housing was appropriate and in accordance with policy.

We found that the council could not evidence that they consistently responded to C's concerns of anti-social behaviour inline with their policy and upheld this complaint on this basis. With respect to the complaints on the assessment of C's housing application, we found that this had been assessed in accordance with policy and did not uphold the complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to C for the failures identified. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.

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

- Relevant council staff should be aware of the relevant policies including Antisocial Behaviour Neighbour Complaints Policy and Procedures , with respect to logging, investigating and responding to complaints of anti-social behaviour by tenants.

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.