

## **Northern Ireland Housing Executive made ‘fair and reasonable efforts’ to address concerns of man who complained about his neighbour’s anti-social behaviour**

*Investigation finds NIHE acted appropriately in dealing with request to evict tenant*

The Public Services Ombudsman has rejected a complaint from a member of the public who alleged that the Northern Ireland Housing Executive (NIHE) had failed to deal with the anti-social behaviour of his neighbour, who was a Housing Executive tenant.

At meetings with the NIHE the man made numerous complaints concerning noise nuisance coming from the inside and outside of the neighbouring property. By way of resolution he stated that he wanted either the tenant evicted or the NIHE to buy or rent his property, thereby allowing him to relocate.

After being told that this was not possible, the man complained to the Ombudsman.

In considering a complaint of maladministration, the Ombudsman’s role is to examine whether the NIHE decision-making process was fair and met its obligations.

The investigation obtained all relevant documentation relating to the complaint. This included the NIHE’s ‘Anti-social Behaviour Manual’, its files relating to the man and his neighbour, and relevant information from the local Council. Interviews with NIHE staff were also carried out.

The investigation revealed that in this case the NIHE properly followed its anti-social behaviour policy.

It liaised extensively with the relevant bodies such as the PSNI and obtained legal advice. It also interviewed both the man and his neighbour on more than one occasion, arranged mediation between the two parties and met with the man’s political representatives.

Further, it offered to arrange the installation of monitoring equipment and to pay for further mediation between the parties.

After considering all of the evidence the Ombudsman was satisfied that the NIHE had made fair and reasonable efforts to address the man’s concerns and that there was a lack of independent, robust and verifiable evidence which would justify NIHE taking eviction or other action against the man’s neighbour.

The complaint was not upheld.