



Service Standards

Antisocial behaviour and hate crime

We recognise the adverse effect of crime, antisocial behaviour (asb) and hate crime, and the impact this can have on residents and communities. We are committed to working with you all, as well as our partner agencies, to tackle these issues by using various tools and powers that are available to us.

What will we do for you...

- We will help you and ensure that you can easily report asb to us by phone, email, through our website or face to face in your home, or at a mutually convenient location.
- We will aim to respond to you as soon as possible and always within two working days by your chosen method of contact.
- We will complete a risk assessment with you to identify any risk and support needs and discuss how best to respond to them.
- Agree an action plan with you and give you a copy, let you know who your case officer is and they will help and work with you until your case is closed.
- We will always complete a thorough, honest, and fair investigation.
- We will be open and honest and always look for solutions.
- We will always keep you informed during the investigation and how often we contact you will be mutually agreed and included in your asb action plan.
- We will work with the police, local authority, and other agencies so together we can resolve your asb report.
- Whilst understanding your wishes, we will discuss options such as written warnings, acceptable behaviour contracts, mediation, or legal action towards the perpetrators in order to reach a resolution.
- Resolve the problem in a reasonable time and to your satisfaction. We aim to resolve the majority of asb cases within 45 working days.
- We will only close your asb case after discussing it with you first and to confirm actions we have completed in writing to you.
- We will ensure our teams are knowledgeable, trained, and reliable when dealing with your report.
- Offer ways to involve you in creating thriving neighbourhoods through our priority neighbourhoods' work and other customer engagement activities.

All we ask of you in return is...

- To report incidents of asb at the earliest opportunity so that we can help to resolve it.
- Work with us to collect evidence, so we can achieve the best possible outcome.
- Let us know, if you need additional support so we can respond in the most appropriate way for you.
- Be open and willing to resolve neighbour disputes through mediation, where appropriate.
- Be a good neighbour and adhere to the terms of your tenancy or lease agreement..
- Complete a customer satisfaction survey one week after your asb case is closed as without your views, we can't learn so that we can continuously review our service and identify areas of improvement.

We will know we are getting this right by...

- Using the Two Tenant Satisfaction Measures (TSMs) that relate to antisocial behaviour:
 - 1 Satisfaction with the landlord's approach to handling asb
 - 2 Asb cases relative to the size of the landlord
- Number of initial reports of asb being responded to within two working days.