Service Standards

Anti-social behaviour

Dealing with anti-social behaviour

Together Housing Association recognises that all residents have a right to the peaceful enjoyments of their home. We are committed to tackling anti-social behaviour (ASB) and work in partnership with residents and agencies in order to address and resolve ASB.

We take complaints of ASB seriously and all new reports of ASB, excluding environmental complaints are referred to our dedicated ASB Triage Team for initial assessment. The ASB service is victim led and identifies your individual support needs.

What we DON'T class as ASB:

ASB can be difficult to define and although annoying, there are some types of behaviour that are not classed as ASB and may not be investigated by us.

Examples of behaviour which would not necessarily be considered as ASB include (but not limited to):

- Issues related to parking
- Complaints around what we call 'living noises' such as doors banging, toilets flushing, DIY, washing machines/vacuums being used, people walking on wooden flooring.
- Lifestyle/personal disputes
- Children playing
- One off parties unless they are of a particularly serious nature
- Dogs barking at reasonable levels for short periods.

We will always explain if we cannot intervene in a complaint, but we will offer advice and guidance where appropriate.

Responding to reports of ASB and Environmental Complaints:

ASB Complaints - **Personal/Serious**: Our ASB Triage Team will aim to make contact with the complainant within 1 working day of the complaint being received. Incidents includes hate related harassment, domestic abuse, threats/act of violence or other forms of ASB which is causing and immediate / significant risk of harm to any party.

ASB Complaints – **Nuisance**: Our ASB Triage Team /Housing Officer will aim to make contact with the complainant within 3 working days of the complaint being received. Incidents include noise nuisance, vandalism and other forms of ASB where there is no immediate danger any party.

Environmental Complaints – The Housing Officer will aim to make initial contact with the complainant within 5 working days of the complaint being received. Environmental complaints can include untidy gardens, fly-tipping, accumulations of rubbish and dog fouling.

Initial Assessment

We will:

- Contact you within our agreed response timescales to gather further information regarding your reported complaint
- Give you advice and guidance as to what we can do and what you can expect from us.
- Decide whether a case is to be opened for investigation.

Investigating an ASB case / partnership working

We will:

- Provide a named officer to deal with your ASB complaint
- Be clear and realistic about potential outcomes and timescales
- Undertake a risk assessment and identify any support needs
- Agree a joint ASB action plan to investigate and help resolve the problem
- Advise you of what actions we can and cannot take
- Keep you informed of developments regularly and at intervals agreed in the ASB Plan.
- Provide you with support throughout the case.
- Contact the person who has behaved anti-socially to challenge them regarding your complaint. Your identity will not be disclosed, however, where this is not possible, you will be advised and the options discussed.

Taking action to resolve cases:

- Where appropriate we will make a referral to a mediation service to facilitate an agreement between you and the other party. We will seek your agreement first
- We will work in partnership with agencies such as the police and local authority to resolve reported ASB cases
- We will take the most appropriate action against those responsible for committing ASB; this may include legal and non legal remedies.

Closing a Case:

- When an investigation has been completed, we will contact you before closing the case and we will confirm the outcome in writing.
- After the case has been closed, we will send you an ASB Case Satisfaction Survey for completion. This will enable us to monitor the level of service provided and identify any potential improvements to enhance our ASB Service.

Your Responsibilities to help us meet these standards:

- Respect your neighbours.
- We recommend that you attempt to speak to your neighbour first to make them aware of the nuisance they are causing (only if safe to do so)
- You should report all relevant incidents promptly to us and/or any other agencies where appropriate e.g. Police, local council
- Work with us to gather evidence such as keeping a record of incidents. Without your support in reporting nuisances to us regularly, this may prevent us from effectively challenging the behaviour.
- Complete satisfaction feedback, which will help shape our services.

Satisfaction measures

We regularly monitor satisfaction with our processes and have targets relating to:

- Being kept informed
- Case handling
- Case outcome
- Customers and stakeholders.

How can you be sure that the Together Housing Group is meeting these standards of service?

We will: -

- Share the outcomes of our analysis (including improvements made as a result) with both staff and customers
- Report progress in the Annual Reports to customers and stakeholders
- We regularly monitor performance and satisfaction against our internal performance indicators.

Contact us

(If there is a threat of violence or serious criminal activity you should contact the Police immediately on 999; or non emergency calls on 101).

In the first instance, please use our website **www.togetherhousing.co.uk**

Or call:

0300 555 5561	Wakefield
0300 555 5556	Rossendale
0300 555 5559	Colne
0300 555 5557 0300 555 5558	Calderdale Sheffield
0300 555 5560	Blackburn
Office hours are **9am-5pm** Monday to Friday	

Please note: - We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.