



# Service standard: Anti Social Behaviour

## Anti Social Behaviour Standards – a customer guide to how you can expect us to deal with reports of anti social behaviour

We are committed to providing high quality services to our tenants.

This service standard tells you what level of service you can expect from us in dealing with Anti Social Behaviour (ASB).

When dealing with cases of ASB, our housing management service will do the following:

- Respond to reports of ASB.
- Gather information.
- Take action to sort out cases, and monitor and close cases.
- Keep complainants updated at least every ten days regarding an active case.

### Responding to reports of ASB

We group ASB cases into three categories: -

**Category A** - cases involving drug dealing, racial harassment, children being at risk or any other criminal behaviour (including hate crimes). We will make initial contact with the complainant within three working days, or within one working day of receiving a complaint if someone has used or threatened to use violence or in some cases of Domestic Violence and Abuse.

**Category B** - cases of persistent noise nuisance, disputes between neighbours, intimidating behaviour and children creating a nuisance. We will make initial contact with the complainant within seven working days of receiving the complaint.

**Category C** - cases involving untidy gardens, dumping of rubbish, complaints about dogs, abandoned vehicles, graffiti or minor verbal abuse/noise nuisance. We will make initial contact with the complainant within ten working days of receiving the complaint.

Our Estate Officers will normally deal with Category B and C cases. Our specialised Anti Social Behaviour Team will deal with Category A cases.

### Gathering information

#### We will:

- Visit you if you are a victim of ASB, unless you do not want us to or you have already given us all the information about your case.
- Visit any witnesses to get a broader view of the background to your case.
- Normally visit the person who has behaved anti-socially, unless doing this would put the complainant's or our staff's health and safety at risk. If this is the case, we will either ask the person to come into our office or ask the police to come with us when we visit that person's home.

### Taking action to resolve cases

- We will suggest mediation if we think this would be the most effective way to deal with the ASB.
- If you are a victim of serious ASB, we will give you advice about the various support options available to you.



- We will take into account the Equality Act 2010 when we assess whether it is reasonable to take action against someone who has behaved anti-socially.
- We will use enforcement letters on less serious cases.
- We will use Acceptable Behaviour Contracts and Parenting Contracts as voluntary agreements to change behaviour.
- We will use Injunctions and Criminal Behaviour Orders (CBOs) to prevent people from repeating serious behaviour.
- We will consider using tenancy demotion and repossession orders if all other possible methods have either not been successful or are not appropriate.
- If the person who has behaved anti-socially has a 'starter tenancy' (assured shorthold tenancy agreement), we will serve them with a Section 21 notice or extension to end their tenancy if all other methods to prevent the ASB have either not been successful or are not appropriate.
- We will work in partnership with Councils, Police and other agencies when responding to Community Triggers, Community Remedy and Community Protection Notices

### Monitoring cases

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- We will contact and update the complainant every ten days during the ASB investigation and up until the case is closed.
- After we have taken the final action in a case, we will monitor the case for three months.

### Closing cases

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When we close a case we will send you a letter to let you know and will enclose a satisfaction survey form for you to fill in and return.

### How we monitor these service standards

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Managers get reports to monitor how quickly we respond to ASB cases. We also ask tenants how satisfied they are with the service. This information is looked at by tenants and used to improve the ASB service.

### More information

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If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

### Contact details

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Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)

0800 317 861 / 0115 844 2931 (Maintenance)

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### Translation

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By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email [info@ncha.org.uk](mailto:info@ncha.org.uk)