

# Anti Social Behaviour Service Standards

## Our Commitment to you

**ENEHL recognises that acts of anti-social behaviour can have a significant impact on the quality of life of our tenants and residents. We will work in partnership with a range of agencies to tackle and prevent anti social behaviour and are committed to ensuring that people can enjoy peace and quiet within their home and community without the threat of anti social behaviour.**

### **If you contact us with any allegations of anti social behaviour we will:**

- We will respond to threats of violence / abuse and serious threats of Anti Social Behaviour within 48 hours.
- Refer your case on to the Anti Social Behaviour Unit within 48 hours if the complaint is of a serious nature
- Acknowledge any further complaints or counter allegations within 5 working days, contact the perpetrator within 5 working days to discuss the allegations and advise all parties of the outcome within 3 working days;
- Ask you to provide us with feedback every 6 weeks and at the conclusion of the case.

### **Our Anti Social Behaviour Service Promise**

#### **We will:**

- Assess your complaint and contact you within 5 working days to agree a plan of action;
- Contact the alleged perpetrator within 5 days to arrange an interview to discuss the complaint;
- An action plan will be created with the complainant within five working days
- Notify all parties of the outcome within 3 working days from receiving all the information;
- Make referrals to support agencies, victim support and mediation services within 3 days of agreeing the plan of action with the complainant / alleged perpetrator;
- Collect nuisance diaries / tape recorded evidence from complainants as agreed with the complainant;
- Keep complainants updated at least every 2 weeks;