

nuisance, harassment and anti-social behaviour

We are committed to ensuring that all the tenants and residents on our estates enjoy a good quality of life. To this end, we will take every necessary and appropriate action against perpetrators of nuisance, harassment or anti-social behaviour. Your tenancy agreement includes conditions that help us to do this.

as our commitment to you we will

- Investigate serious cases within 1 working day.
- Treat any report of racial harassment as a serious complaint and arrange to talk to you on the same day.
- Investigate urgent cases within 3 working days.
- Contact you as soon as we can, but within 10 working days, for non-urgent cases.
- Seek feedback on the way your complaint was handled.

as part of our routine service we will

- Make an immediate initial assessment of the urgency of your case.
- Treat every complaint seriously and impartially.
- Advise you of what can and cannot be done.
- Ask you to keep a detailed diary of events, where necessary.
- Work with others to provide additional security to your home, where there is further risk or you feel vulnerable.
- Encourage people to discuss problems and agree solutions between themselves, or through mediation services.
- Try to resolve your problem and explain clearly what is happening at all stages.
- Arrange re-housing for victims if appropriate.
- Install noise monitoring equipment when necessary.

- Take action against the perpetrators of all kinds of nuisance, harassment and anti-social behaviour.
- Use legal powers including eviction notices to tackle serious cases.
- Keep you informed and regularly updated on the stage of the complaint.
- Inform you promptly if we are unable to pursue a complaint
- Support victims and witnesses.
- Provide an anti-social behaviour out of office line for additional support.

