

Anti-Social Behaviour



service standards

1. Pennine Housing is determined that all of our tenants and neighbours are able to enjoy their home and neighbourhood without fears of any kind. We are committed to making full use of the wide range of actions open to us to make sure that no-one suffers from excessive and unreasonable nuisance
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
3. We have published an Anti-Social Behaviour Policy statement in partnership with the Tenants and Residents Federation. We will review the policy, together with tenants, at least every three years.
4. Our staff will be trained to recognise, deal with and advise on, anti-social behaviour issues.
5. Each of our offices will act as Hate Incident Reporting Centres
6. We will treat every complaint in the strictest confidence. We will accept anonymous complaints, but this could mean that the matter is not resolved as quickly.
7. We will make sure that anyone who is complained about will have a fair opportunity to tell us their side of the story before we decide what, if any, action to take.
8. We will operate a system that allows us to detect where anti-social behaviour is on the increase, and target our resources to those areas.
9. Many complaints are the result of misunderstandings. Wherever possible we encourage you to discuss the problem with the person you are complaining about. You do not have to do this though before making a complaint to us if you feel this might cause problems.
10. We will offer a variety of ways in which to make a complaint about nuisance. As a minimum these will include: speaking to your housing officer, completing a nuisance complaint form and a freephone telephone number. Complaint forms are available from our offices, by post on request or from our website.
11. When we receive a nuisance complaint we will contact you within two working days of receiving it to discuss how we can work together to resolve the problem. At each point in the process we will tell you how long we think that step will take, and keep you informed of progress.
12. Although we will not hesitate to use legal action if needed, we will always try and solve problems in the way most appropriate to the circumstances. This may include mediation, meetings, and acceptable behaviour contracts.

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13. If it is decided that legal action is the best way to proceed, we will ensure that all the necessary papers are provided to our lawyers within fourteen days of that decision. Our lawyers will always apply for the earliest possible date at Court.

14. If we decide to take legal action it may be essential for you to give evidence in Court. We understand that this can be stressful and we will provide suitable support and protection.

15. At the end of each complaint we will contact you to request a feedback survey. We will use the survey results to review and improve our service on a regular basis.

16. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

17. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here (1.21MB PDF Download). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.

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