**Nuisance, Anti-Social Behaviour and Hate Crime**

Bromford takes nuisance, anti-social behaviour and hate crime seriously as we know it affects the quality of life for those living in our communities.

However we all have to accept that people live in different ways and have different views and that sometimes some things that you might find inconvenient or annoying is not a breach of tenancy, nuisance, anti-social behaviour or a hate crime.

Think about the issues you are experiencing. We will give you honest advice about what we can and can’t do.

**What we will do:**

* Be here to help and advise;
* Comply with our Policy and Procedure;
* Ensure our colleagues are knowledgeable and well trained when dealing with nuisance and anti-social behaviour;
* Offer a 24 hours service to enable you to report nuisance and anti-social behaviour;
* Provide you with numerous ways to report nuisance and ASB for example via the customer portal, Bromford website, by phone, email, text, Facebook, X previously known at Twitter, this is not an exhaustive list;
* Investigate every reported case of domestic abuse and hate crime;
* Take action within 24 hours to protect the customer/victim of hate crime where violence and/or a serious threat has been made;
* In the absence of violence and/or a serious threat to the customer/victim of hate crime contact the customer/victim within 48 hours and review again 48 hours thereafter;
* Take immediate and urgent action in very serious cases, for example where attacks have taken place (none hate crime related). This may include taking out injunction/s or applying for possession. Action will happen in 2 working days;
* For non-emergency cases we will contact the customer/complainant/victim within 5 working days;
* If action is required, agree an action plan;
* Agree frequency of contact with customer/complainant/victim during an open case;
* Investigate the allegations made and engage with the alleged perpetrator to seek to achieve behaviour modification. It should be noted that it can take a considerable amount of time to gather substantial evidence to prove a serious breach of tenancy which will enable legal action to be taken;
* Discuss remedies available whether that be none legal or legal interventions.
* Where appropriate, we will fully participate in a range of partnership and multi-agency meetings that exist, such as Police, Local Authorities, Social Care and Community Mental Health, this is not an exhaustive list.
* Where appropriate identify any risks or support needs that a customer/complainant/victim and/or perpetrator may have which may result in us making referrals to relevant agencies that can provide suitable support.
* Support you if you are required to give evidence or attend court;
* Pro-actively close down cases, particularly where we have agreed there is no evidence to proceed, letting the customer/complainant/victim and/or perpetrator know why making it clear they can come back if further problems occur.

**We ask you to:**

* Be a considerate neighbour
* Think about the issues are you experiencing before you contact us and ask yourself: Does the behaviour stop me from living in my home peacefully and is it causing me harm or having a negative impact on my wellbeing? If the answer is yes, then report the issue to us. If the answer is no, not really, then you could try speaking to the people involved if you feel comfortable doing so. People often respond better to a polite work from a neighbour rather than a letter or visit from an official.
* Report any nuisance and anti-social behaviour if you are not able to speak to the people involved;
* Work with us to collect evidence;
* Let us know if you need any additional help or support;
* Be open to resolving neighbour disputes for example through mediation;
* Provide feedback when the case has been closed.

**How will we keep a check on our standards:**

* N&C colleagues to review open ASB cases with their leaders at their monthly 121s.
* Complete reviews on time. Community Safety Team to provide monthly reports to leaders on performance;
* Community Safety Team to carry out quarterly internal audits on 10% of open cases across our geography and report to leaders on performance;
* Use feedback given following closed case customer advocacy call to improve ASB services.
* Tenant Satisfaction Measures

**We will review our Service Standards:**

* When feedback is telling us we need to look at things again;
* Align review with that of Policy and Procedure.