

Nuisance, Anti-social Behaviour and Hate Crime

Bromford.

Service Standards

We take nuisance, anti-social behaviour and hate crime seriously, as we know it affects the quality of life for those living in our communities. If you feel you are in danger call 999.

We understand 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 with support from your neighbourhood coach and our specialist community safety team
- comply with our **anti-social behaviour and tenancy breach** and **hate crime policies**
- 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 anti-social behaviour including, but not limited to, the customer portal, our website, by phone, email, text and social media
- take action within one working day, in very serious cases, for example where attacks and serious threats have taken place - this may include taking out injunctions or applying for possession
- we will contact any victim of a hate crime (in the absence of violence or serious threat) within two working days and review again two working days thereafter
- for non-emergency cases (general tenancy breaches and nuisance) we will contact the customer or complainant or victim within five working days
- if action is required, agree an action plan
- agree frequency of contact with customer or complainant or 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 non-legal or legal interventions
- investigate every reported case of hate crime
- 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 or complainant or victim 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 or complainant or victim or perpetrator know why making it clear they can come back if further problems occur

We ask you to:

Think about the issues you are 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 word from a neighbour rather than a letter or visit from an official.

- be a considerate neighbour
- 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 we'll review this standard

We will:

- carry out quarterly internal audits on 10% of open cases across our geography and report to leaders on performance
- use your valuable feedback on our services through our feedback programme
- review the Tenant Satisfaction Measures

We will review this standard:

- when feedback is telling us we need to look at things again
- align review with that of policy and procedure

**How to
contact us**



Visit our website for the latest information at bromford.co.uk



Call us on
0330 1234 034



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach