



Anti-Social and Nuisance Behaviour: Connect Commitments

We will work with you to prevent or effectively manage cases of anti-social or nuisance behaviour.

How will Connect do this?

We will make it easy for you to report information to us even when our offices are closed. If you need to report new incidents to us, we will help you to understand what to do to collect evidence about what is happening.

★ If you report a new case of nuisance or anti-social behaviour, we will write to you within two working days to tell you we have received your report. We will tell you which Neighbourhood Housing Officer (NHO) is dealing with your report, so you know who to contact about developments in your case.

★ If the case involves...

- violence or the threat of violence (including domestic violence)
- arson
- hate-based harassment (harassment because of someone's race, gender, sexuality, religion, disability etc)

...your NHO will contact you within one working day of when you report the new case to us. If the case is less serious than those listed above, your NHO will contact you within seven working days.

When your NHO meets with you, they will discuss the types of action we could take. They will agree a plan of action with you. We will agree with you how regularly you want to be kept updated with information about the progress of your case.

If you do not want the person you are reporting to know that you have complained about them, we will protect your confidentiality. However, if you want us to do this, it may limit the actions that we can take to resolve the case.


★ We will use a range of different strategies to prevent and deal with nuisance and anti-social behaviour. For example, we can use starter tenancies, community development, youth mentoring and volunteering activities, parenting and acceptable behaviour contracts and mediation. We will also work very closely with our partner agencies.

★ We will take legal action to demote or end tenancies where other types of action have failed or are not appropriate and where we have the legal powers to do this.

★ When we think that your case has been resolved but before we close it, we will talk to you to make sure that the nuisance or anti-social behaviour has actually stopped. We will write to you when we close the case. We will send you a survey so you can give us your opinions about the service.

How will you know if Connect keeps these standards?

Obviously, if *you* have reported a case of anti-social or nuisance behaviour, you will know – please let *us* know by filling in the satisfaction survey form when the case is closed.

All standards that are marked with a  are measured and monitored. We will report performance against this standard every year to tenants. In addition, a tenant group will look at the results in much more detail.

If these standards are not met, you can:

- Let us know so we can put it right as soon as possible.
- Make a formal complaint (see leaflet “How to Make a Complaint”).
- Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.



How Connect might ask you to help

- We might ask you to speak to the person you are complaining about first. However, if you have reason to think that they might be aggressive or violent towards you, we will not expect you to do this.
- We will ask you to keep us informed about further incidents, if there are any. Without information from you, it is hard for us to take effective action.
- We will ask you not to do anything that might make legal action more difficult (for example, things like harassing or threatening the person you are complaining about).

If you think there is a physical risk to you at any time (e.g. someone has threatened to assault you), please contact the Police – they can respond to urgent situations straight away. Please don't wait until our offices are open.

Out-of-hours ASB Helpline: 0845 291 3188

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