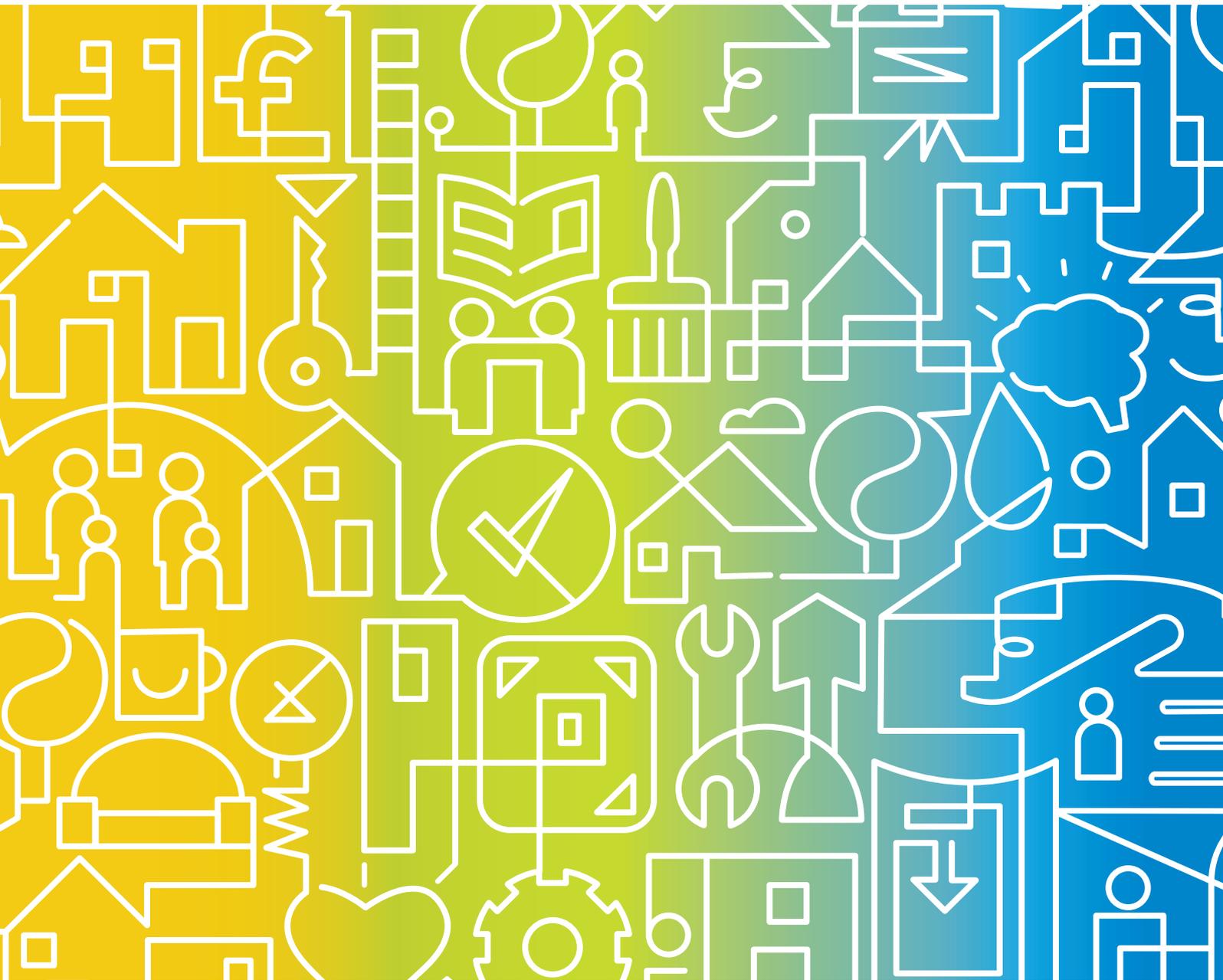


Connect Commitments: Anti-Social Behaviour



Introduction



The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

How will you know if connect keeps these standards?

If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.

 **All standards that are marked with a gold star 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.

Connect Commitments: Anti-Social Behaviour



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

How will we 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 contact you within two working days to tell you we have received your report. We will tell you who is dealing with your report, so you know who to contact about developments in your case.



A member of the Neighbourly Places team will contact you 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)

They should contact you within one working day of when you report the new case to us. If the case is less serious than those listed, your Community Housing Officer (CHO) will contact you within five working days.

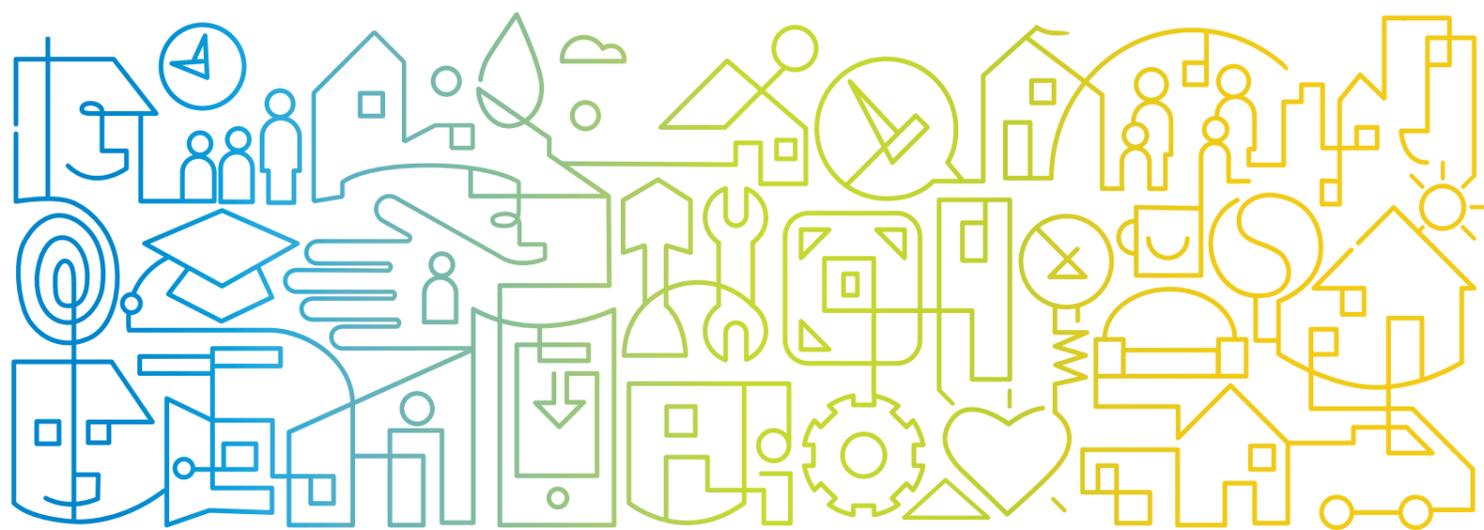
When your CHO contacts you, they will discuss the types of action you could take.

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, how you can address the issue with your neighbour, the use of starter tenancies, community development and volunteering activities, parenting and acceptable behaviour contracts and mediation. We will also work very closely with our partner agencies.



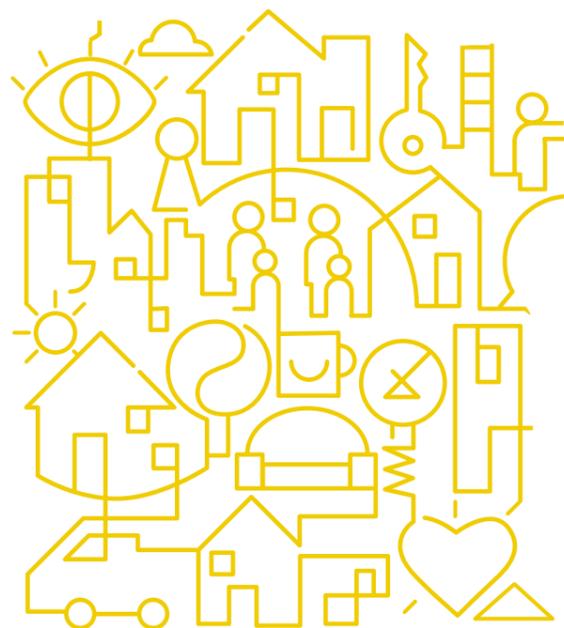


We will take legal action where other types of action have failed or are not appropriate and where we have the legal powers to do this.



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 contact you when we close the case.

We will also ask you to complete a survey so you can give us your opinions about the service.



Connect Commitments



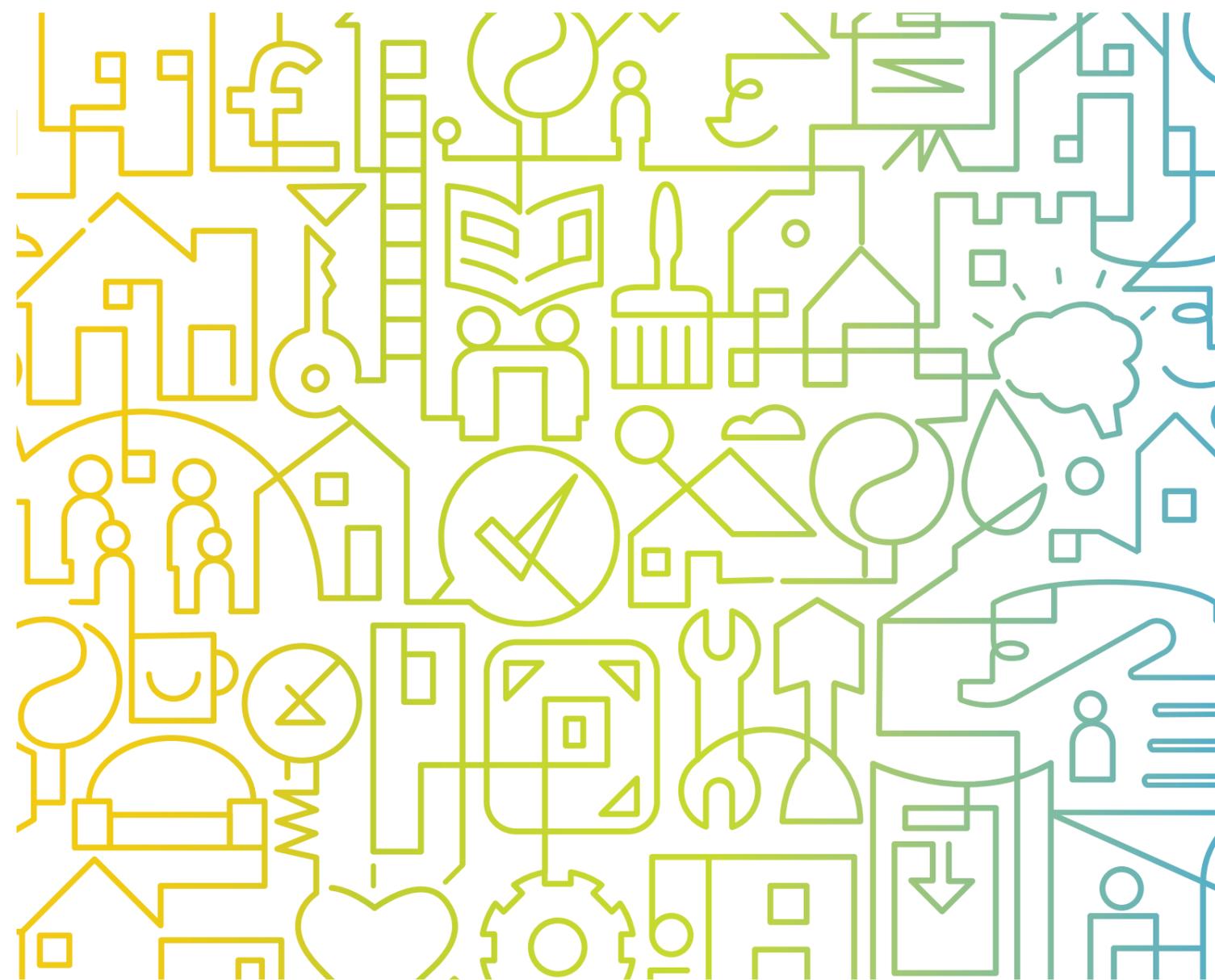
How we might ask you to help

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.



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