



Service standard: Anti-Social Behaviour

This summary sets out the minimum level of service you can expect from CHADD when dealing with Anti-Social Behaviour



We are committed to providing high quality services to our tenants. When dealing with cases of ASB, our housing management service will do the following:

- Respond to reports of ASB
- Gather information
- Act to sort out cases, and monitor and close cases.
- Keep complainants updated at least every ten days regarding an active case

Our standards

All cases will be recorded as being in one of 4 categories:

Hate Incident: ASB motivated by the victim being in a protected characteristics group: age, disability, gender reassignment, race, religion or belief, sex or sexual orientation.

We will respond to these within *one working day*.

Personal : The victim has been personally targeted by the alleged perpetrator.

Nuisance : The ASB causes annoys the local community.

Environmental : The ASB is directed at the social environment.

Personal, Nuisance and Environmental cases will be responded to within 3 working days.

Risk Assessments

In every case where there is an identifiable victim of ASB we will complete a risk assessment to establish the level of risk to and vulnerability of that victim.

Every complainant will be categorised as Standard, Medium or High risk.

CHADD will use this assessment to prioritise cases and ensure that victims receive the appropriate level of support and intervention, either directly from the Community Safety Team or through referrals to other internal and external agencies.

Action Plans

In every case where there is an identifiable victim of ASB we will agree an Action Plan with them.

This will be written down and sets out the actions that the ASB Investigator will carry out, and those that we expect the complainant to complete. The complainant will be given a copy of this Action Plan.

Gathering Evidence

We Will:

- We will visit you unless you ask us not to, we agree it isn't necessary, or the relevant information has been gathered in other ways
- Identify and speak to other witnesses to the ASB
- Use incident diaries, NCHA's overt CCTV systems, covert cameras, noise recording systems, and personal observations appropriately
- Interview the alleged perpetrator unless the victim indicates that this is inappropriate and they do not want the perpetrator to be notified of the complaint
- Liaise with external agencies such as the police, social services, and local authorities, attend multi-agency meetings and participate in Community Triggers

Taking Action

To resolve cases, we will:

- Use the lowest appropriate level of sanction
- Escalate further sanctions as appropriate where ASB continues to be a problem.
- Identify low-level cases that are suitable for Early Resolution (no direct intervention by an ASB Investigator) or that are appropriate for mediation to resolve them
- Use informal sanctions such as verbal and written warnings, Acceptable Behaviour Contracts, Good Neighbour Agreements, Parenting Contracts, an extension of a starter tenancy and the service of a Notice Seeking Possession
- Use legal sanctions where informal ones have failed to work or in circumstances where informal sanctions are inappropriate due to the seriousness of the behaviour. This may include a demotion of tenancy, injunctions, applications for a Suspended Possession Order, the ending of a starter tenancy or eviction
- We will consider the Equality Act 2010 before starting legal proceedings

After a sanction has been imposed, we will wait a further 10 working days before re-contacting the complainant to find out whether the problem has been solved, or not.

Closing Cases When we close a case, we will send you a letter explaining the outcome. We'll also ask you to complete a satisfaction survey detailing how you thought the case was handled and allow you to provide any feedback you wish to make.

More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

Contact details

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Email: reception@chadd.org.uk

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If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact admin@chadd.org.uk

Our complaints policy is available on our [website](#)