

Service Standards Anti-Social Behaviour



معايير الخدمة: السلوك العدواني

পরিষেবার প্রমিত মান: অসামাজিক আচরণ
Standardên Xizmetgûzariyê : Reftara Anti-Sosyal

پيوهره كاني خزمه تگردن: رهفتاری
دژه كومه لایه تی

Standardy świadczonej usług: antyspołeczne zachowanie
सेवा मिआतः समान-विरोधी विहार

خدمت کے معیارات: سماج مخالف رویہ

*Demonstrating our commitment
to the social housing sector*

If you would like a copy of this document translated, or require a copy in Braille, Large Print or Audio Tape, please contact 0121-569 6030

Arabic

أو بطباعة مكبرة أو على شريط إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030 لنسخة مطبوعة بطريقة برايل للمكفوفين

Bengali

আপনি যদি এই নথিটির অনূবাদ পেতে চান অথবা ব্রইল-এ, বড় অক্ষরের ছাপা অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Kurdish Kumanji

Eger hûn dixwazin kopiyekê wê dokumentê bê wergerandin yan jî dixwazin kopiyekê bi Tipên Koran (Braille), bi Tipên Mezin yan jî wekî Axaftina Qeydkirî bidest bixin, jî kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

Kurdish Sorani

ی برهیل، چاپی "نهگەر تۆ دهتهو ت نهم به گهیه وهر بگرینهوه
یان له سهر شریتی کاندت بو تۆ ناماده سهر زمانی خۆت، یان به د
0121-569-6030. بکهین، تکایه په یوهندی بکه به ژماره تلهفونی قه به

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Polish

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Braille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

Urdu

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل،
بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے
مہربانی 0121-569 6030 پر رابطہ کریں

Your responsibilities

- You should report anti-social behaviour as soon as possible to your local housing office. Reporting problems promptly will help us to:
 - Give you advice and support
 - Take prompt action to deal with the problem
 - Protect you by dealing with very serious incidents swiftly

For a full copy of the Anti-Social Behaviour Service Standard contact:

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Fax: 0121 565 6015

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West Midlands. B70 8TQ

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Sandwell Homes is committed to taking positive action in conjunction with our partners, to deal with all forms of anti-social behaviour. Sandwell Homes and Sandwell Council will not tolerate anti-social behaviour by any person and we will take appropriate action.



What is Anti-Social Behaviour?

Sandwell Homes uses the following definition of Anti-Social behaviour taken from the Crime and Disorder Act 1988.

“Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household”



Reporting anti-social behaviour

We will offer a range of ways to report anti-social behaviour.

When you do, the following will happen:

- We will conduct an interview, either at the time of the complaint or within 5 working days.

During the interview we will:

- Discuss what the complaint is about and who is involved.
- Tell you about the procedure and develop action points with you.
- Discuss what action we can take and what action you can take.

Investigating your report and taking action

- If the alleged perpetrator is not a Council tenant the matter may be referred appropriately, for example to the Council's ASB team, or the Police. Where the alleged perpetrator is a Council Tenant, we will investigate every reasonable complaint to establish the full facts surrounding the case, even when reported anonymously. The investigation and any other associated interviews with other potential witnesses or other

tenants, residents or victims will take place as soon as possible. Where complaints are received about regular/ongoing problems we will issue you with incident diary sheets to record any future incidents.

Dealing with your complaint

- We will deal with your complaint as quickly as possible.
- We will keep you informed of progress.

Options available to us in dealing with your complaint:

- enforcing the conditions in the Tenancy Agreement, which could lead to court action and as a last resort eviction.
- Applying for an Anti Social Behaviour Order (ASBO) or Injunction against an individual who may or may not be a Council Tenant.
- Preventing behaviour using a full range of options including mediation between tenants and use of Acceptable Behaviour Contracts (ABC's) and Demoted Tenancies.
- Exclusion from the Housing Register.
- Making environmental improvements to design out anti social behaviour.