

Anti-Social Behaviour (ASB) Service Standards



We are committed to ensuring that all our tenants enjoy their right to a safe home and community. We want our communities to be secure and peaceful places to live and we will work hard with our tenants and partners to ensure this.

Under the terms of our Tenancy Agreement, we do not tolerate anti-social behaviour (ASB), domestic abuse or hate crime and will act whenever necessary. We are committed to preventing and tackling ASB and we will take robust action against tenants who commit ASB or who allow members of their household or visitors to commit ASB.

If you report a case of ASB to us, we will:

- Take all reports of ASB seriously and investigate them thoroughly.
- Provide you with a named person who will deal with the case.
- Work closely and collaboratively with tenants to agree personal action plans.
- Collect evidence throughout the investigation ranging from information from agencies and tenants to noise monitoring equipment. We will work particularly closely with the Police and Civic Enforcement Team to collect corroborating evidence.
- Investigate and deal with incidents promptly.
- Involve victims and witnesses in discussions about the action we will take to resolve their issue(s).
- Communicate with tenants by their preferred method and at an agreed frequency, keeping them informed throughout.
- Use a range of early intervention methods which may include verbal and written warnings to perpetrators, referrals to Restorative Justice and mediation or Acceptable Behaviour Contracts and Undertakings.
- Provide tenants with information on our website, social media and at the beginning and during their tenancy.

- Always consider safeguarding and vulnerability in our case management, working closely and in partnership with a range of agencies to safeguard vulnerable tenants and their family.
- Take enforcement and legal action when appropriate and when other measures and attempts to resolve the problem have failed.
- Support witnesses and victims throughout our investigations and work with appropriate agencies.
- Ensure our staff are aware of the ASB policy and procedures so they can appropriately offer support

How can you be sure we are meeting these standards?

We will:

- Report on our performance quarterly on our webpages.
- Report annually on our performance to Council Members.
- Provide annual updates in our Annual Report.
- Monitor tenant satisfaction via our closure feedback surveys and consider improvements.
- Involve our Tenants Panel in reviewing our performance.
- Involve our Tenants in writing and reviewing our policies and standards.
- Provide feedback from satisfaction surveys to the Regulator of Social Housing through Tenant Satisfaction Measure surveys.



DARLINGTON
Borough Council

