

Anti-Social Behaviour (ASB) Service Standard

We take ASB seriously. ASB is any act that causes, or is likely to cause, harassment, alarm, or distress to one or more persons not of the same household and covers a range of issues, including intimidation, persistent noise and rowdy behaviour, vandalism and graffiti, and using a property for criminal or immoral purposes. This service standard sets out what you can expect from us when you report ASB.

We aim to provide you with good quality services and to respond to enquiries promptly and effectively.

We will investigate your ASB report and respond within set timescales.

1. Response

Our response is based on how serious and urgent the issue is:

- high priority – we will attempt to contact you within **1 working day**
- standard priority – all other reports of ASB – we will attempt to contact you within **5 working days**.

If the report does not fall within the remit of the ASB service, you will be advised and signposted where possible.

2. What happens next

We will:

- allocate a named case officer who will be your main point of contact, with alternative methods of contact available
- high priority cases – complete a risk assessment within **1 working day**
- medium priority – complete a risk assessment within **5 working days**
- complete and agree an action plan with you within **5 working days** of the risk assessment.

3. Investigation

We will try to contact the person you've reported (if safe to do so and with your consent):

- within **2 working days** of your risk assessment for high priority cases
- within **5 working days** of your risk assessment for medium priority cases.

We may speak to witnesses and use tools like:

- mediation
- warning letters
- good neighbour agreements
- legal action (for serious or ongoing ASB).



4. Updates

- Contact and update timeframes will be agreed with you as part of the action plan.
- Monthly updates will be provided as a minimum requirement.
- We will update you whenever there's an important change or development in your case.

5. Data protection

- We will not share your identity with the person you've reported unless you give us permission or the law requires it.
- If we use CCTV or noise monitoring equipment, we will follow data protection rules.

6. Support available

We will:

- provide advice and guidance to help you feel safe
- signpost you to specialist services such as victim support or mediation
- provide security measures, if needed, to make your home more secure
- offer reasonable adjustments if you have extra needs.

7. Case closure

We will:

- tell you when we intend to close your case and explain the reasons why. You will have 7 days from closure notification to raise any additional concerns
- invite you to give feedback so we can improve.

8. Monitoring and accountability

We will:

- report on our performance quarterly to the Landlord Service Management team and resident groups
- report on our performance quarterly to elected Members of the council with responsibility for the Landlord Service
- provide an update in our annual report

- monitor resident satisfaction via our closure feedback surveys and consider improvements
- involve residents in reviewing our policies and service standards
- provide satisfaction survey results to the Regulator of Social Housing
- capture lessons learned from complaints and share with residents and the Housing Ombudsman.

9. If you're not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting  www.housing-ombudsman.org.uk.

10. Contact us

 www.hillingdon.gov.uk/asb-tenants-leaseholders

 publicprotection@hillingdon.gov.uk

 01895 558127 (Monday to Friday, 9am to 4pm)

 Main reception, Civic Centre, High Street, Uxbridge, UB8 1UW (Monday to Friday, 9am to 4pm)

11. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.