

anti social behaviour promise



What is Anti Social Behaviour?

Anti Social Behaviour causes disturbance, upset and misery in people's lives.

According to the Chartered Institute of Housing, Anti Social Behaviour is:

"Behaviour that unreasonably interferes with other people's rights to the use and enjoy their home, community and environment"

Our customers tell us that Anti Social Behaviour is all these things and more:

- Fights and arguments in the street
- Dog fouling and/ or excessive barking
- Drug and alcohol abuse
- Abusive or threatening behaviour and language
- Loud or frequent noise disturbance

Your tenancy agreement

Your tenancy agreement says that everyone has the right to enjoy life in their own way providing they do not upset people living near to them. A good neighbour will tolerate and understand the different lifestyles of others.

You are responsible for the behaviour of everyone living in or visiting your home. This includes children, members of your family, visitors and friends.

Your tenancy agreement says that Wulvern will take action against any of our tenants who are responsible for Anti Social Behaviour if our tenants complain to us about it.



Our Anti Social Behaviour Promise

This document sets out our Promises to customers in relation to how we deal with Anti Social Behaviour.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.



Our Promises to you

- We will help create safe and peaceful neighbourhoods
- We will be clear with you about your rights and responsibilities under your tenancy agreement
- We will offer support to help you sustain your tenancy
- We will use starter tenancies for all new customers
- We will provide ways to report neighbourhood issues and Anti Social Behaviour that suit you
- We will treat all reports of neighbourhood issues and Anti Social Behaviour in the strictest of confidence
- We will listen to you, gather the facts and remain impartial
- We will deal with neighbourhood issues promptly
- We will give you a dedicated officer to deal with your issue
- We will discuss the different types of action available
- We will help gather evidence and be clear about the support we can offer
- We will keep in regular contact with you and update you about the progress of your case
- We will aim to understand what causes Anti Social Behaviour to find solutions
- We will publicise how we tackle neighbourhood issues and encourage you to report them to us

Measuring our Promises

- We will measure how long it takes us to act from when you report an issue
- We will measure how long it takes us to act on an issue that reoccurs
- We will measure how satisfied you are with the outcome of a case
- We will measure how satisfied you are with our response
- We will respond to complaints of harassment and serious Anti Social Behaviour immediately and attempt to contact you within one working day. For all other complaints of Anti Social Behaviour we will respond within five working days
- We will report our results on our website each month
- We will send our results to all customers twice a year
- We will publish our results in our Annual Report
- We will benchmark our service both nationally and locally with similar landlords to ensure we know how we compare and to learn and improve
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination



Value for Money

We will consider and review the three key elements to delivering value for money:

Economy:

We will keep a close eye on what it costs to provide the service

Efficiency:

We will continuously explore ways of reducing waste and improving

Effectiveness:

We will measure the impact of what we achieve

- When you report a neighbourhood issue we will act quickly and assign a dedicated officer to avoid the issue and costs escalating
- Where we can we will encourage mediation between customers to resolve their issues
- We will provide practical solutions to help solve your issue
- When a customer moves out of a Wolvern home it costs us on average £2800 to ensure the property is fit for the next customer. Therefore we will work to create peaceful neighbourhoods where people want to live

“We will help create safe and peaceful neighbourhoods”

Simon Wilson,
Head of Housing and Customer Services



If you experience Anti Social Behaviour

- Report it to your Neighbourhood Co-ordinator or Sheltered Court Co-ordinator at any Wulvern office by phone, in person, by email or in writing
- You can also make anonymous reports to us
- Keep a factual written record of what you heard, saw or experienced
- If you witness criminal behaviour, you should report this to the Police. Dial 999 for emergencies. Ring 0845 458 0000 for other incidents, or you can contact the Police anonymously by calling Crime Stoppers on 0800 555111

Any reports will be dealt with in the strictest of confidence

What steps we will take when you report Anti Social Behaviour to us

- 1 We will give the name and contact details of the person who is dealing with your case
- 2 We will listen to you, gather information, keep notes and remain impartial. We may refer you to other organisations if this is appropriate
- 3 We will ask you to explain to us what has been happening
- 4 We will discuss with you the different types of action that we can take
- 5 We will advise you about the support we can provide
- 6 We will let you know what action we are going to take, what we expect of you and how we will keep in touch with you



Our targets for action

We understand that a speedy and effective response to reports of Anti Social Behaviour is important and promise to deal with complaints in the time scales listed below.

Problem	Response time
Serious allegations (such as physical assault)	We will contact the complainant within one working day
Less serious allegations (such as neglected gardens)	We will contact the complainant within five working days
Removal of racist or abusive graffiti or dangerous rubbish (e.g. syringes)	Within one working day
Removal of normal graffiti or rubbish	Within five working days

We investigate the complaints we receive to find out:

- What is happening
- When is it happening
- Where it is happening
- Why it is happening
- Who is affected
- How they are affected

Customer involvement

We promise to involve customers to help shape the way we deliver this service.

Our response to Anti Social Behaviour

We recognise that there are a significant number of remedies that are available for us to use to tackle Anti Social Behaviour. These range from simple interventions such as a home visit, to complex legal proceedings that may ultimately lead to eviction. It is important to match an appropriate remedy to the complaint.

Below are the main courses of action available to us:

- Training and advice
- Evidence Gathering
- Mediation
- Rubbish and graffiti removal
- Warning letters
- Notice Seeking Possession
- Professional Witnesses
- Eviction
- Starter Tenancies
- Intensive Tenancy Support
- Community Wardens
- Recharge for damage or maintenance
- Anti Social Behaviour Orders
- Specialist Solicitor
- Injunctions
- Waiting List Exclusion

It is important to remember that Anti Social Behaviour cases can be complex and involve a range of activities, events and behaviours from those that cause minor nuisance to arrestable offences. Very often, case management will involve a combination of these remedies, used at different times, all with the aim of stopping the behaviour causing the problem.

Working with our partners

We are committed to tackling Anti Social Behaviour as and when it occurs in our homes, streets and neighbourhoods.

However, we cannot always tackle these complaints alone, therefore we work with other organisations who can provide information, support and assistance.

Below is a list of some of our partners who are helping us to address this issue:

- Our customers
- Cheshire Police
- Safer Communities Partnership
- The Local Authority
- Social Services
- Probation Services
- SureStart
- Community and Residents Groups
- Citizens Advice Bureau
- Women's Aid
- Local Strategic Partnership
- YMCA
- Victim Support
- Other Housing Associations
- Youth Offending Team
- Cheshire Fire and Rescue





What can we do to prevent Anti Social Behaviour?

We recognise that an important part of tackling Anti Social Behaviour is to have good preventative measures in place that can reduce the number of incidents likely to occur.

We will use Starter Tenancies and visit new tenants to identify any issues.

We will work with our partners to provide advice and support to tenants who are struggling to maintain their tenancies. This may include referrals to other agencies such as the probation service or the YMCA's floating support scheme for vulnerable young people.

We will use our improvement programme wherever possible to design out incidents of Anti Social Behaviour.



Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

**Opening hours for
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for
Wulvern Office Crewe**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

**Opening hours for
Wulvern Office Nantwich**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بو زانیاری به زمانه که ی خوت تکایه په یوه ند یمان بی بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

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