

Anti-social behaviour service standard

We are committed to ensuring our residents live in a safe and peaceful environment. In dealing with reports of anti-social behaviour we will aim to:

- ✓ Investigate all complaints of anti-social behaviour thoroughly.
- ✓ Arrange to see you within one working day for urgent cases (where there is a genuine risk or threat to you or your property), and five working days for all other cases.
- ✓ Agree an action plan with you, so that you are clear what the housing officer and you need to do to try and resolve the anti-social behaviour.
- ✓ Agree and arrange an emergency transfer to alternative accommodation in serious cases of anti-social behaviour, if a genuine or significant risk or threat exists to the health, safety and/or welfare of you or your family.
- ✓ Discuss and agree with you how you would prefer to be contacted by us, and how often.
- ✓ Keep you informed about the progress of your complaint from start to finish.
- ✓ Advise you of what support and protection is available and help you make contact with other agencies if you need to.
- ✓ Work with partner agencies such as police and Safer South Gloucestershire, to control and prevent anti-social behaviour.
- ✓ Support you fully if your case goes to court and arrange transport to and from court if needed.
- ✓ Discuss closing your case with you when your complaint has been resolved, and confirm this in writing.
- ✓ Send you a customer satisfaction survey when your case has been closed.



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www.merlinhs.co.uk

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.