



Your Homes
Newcastle



Housing, Anti-social Behaviour and Enforcement Team

Service standards

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Housing, Anti-social Behaviour and Enforcement Team service standards

This information is about how we tackle anti-social behaviour. If you need this in a different language phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

Bengali

এই তথ্য হল আমরা কিভাবে এন্টি সোসাল বিহ্যাবিয়ার (অসামাজিক কার্যকলাপ) দমন করি সে সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

Chinese Simplified

这是有关我们如何处理反社会行为的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

Chinese Traditional

這是關於我們如何處理反社會行為的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

Farsi

این اطلاعات در مورد چگونگی برخورد ما با رفتارهای ضداجتماعی است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبانهای دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

French

Ces informations concernent la manière de réagir face aux comportements antisociaux. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

Kurdish

ئەم زانیاریانە سەبارەت بە چۆنیەتی بەگژداچوونی هەڵسوکەوتە ناکۆمەڵایەتیەکاندا. ئەگەر حەزتان لە وەرگرێتی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەیه بە ژمارە تەلەفۆنی 0191 278 8633 پێوەندی بگرن.

Portuguese

Esta informação refere-se à forma como lidamos com comportamentos anti-sociais. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

Spanish

Ésta es información sobre cómo combatimos comportamientos antisociales. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

Russian

Информация о том, как мы справляемся с антиобщественным поведением. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.

What is the Housing, Anti-social Behaviour and Enforcement Team?

We believe that residents are entitled to live in well-managed homes where they feel good about themselves and their communities.

We are committed to taking clear steps to deal effectively with anti-social behaviour, nuisance and harassment so that residents can live in a comfortable and safe environment.

Our dedicated Housing, Anti-social Behaviour and Enforcement Team aims to tackle and reduce anti-social behaviour by supporting victims and taking action against those who cause problems for their neighbours.

Why have service standards?

We have produced these service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us. We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to area boards every two months and in 'Homes + People', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

What can I expect from the service?

- When you contact the Housing, Anti-social Behaviour and Enforcement Team to report anti-social behaviour, we start an investigation within a set time (see 'Response times' below). We have a service standard for achieving these response times.
- After we have investigated your complaint, we will:
 - tell you about any action we have taken to deal with the problem; or
 - tell you why we are not able to take action.
- If we need you to fill in diary sheets to record incidents, we will explain how you must do this. At first we will ask you to keep the diary sheets for no more than five working days. After this time we will review them with you. If they are useful, we may ask you to continue.
- We will not reveal your identity unless you agree that we can.
- We will contact you regularly to keep you up to date with the steps we are taking to deal with your complaint. We will do this by letter, e-mail or phone, or by visiting you. We will agree with you how regular the contact will be.

- We will write to you and tell you the name of the housing enforcement officer who will deal with your case.
- We will take the lead, and work with other agencies, to deal with problems. Examples of other agencies are the Social Services, public health, street wardens and the police.
- We will tell you what support we and other agencies can give you. Examples of other agencies are Victim Support and mediation.
- We understand that you may not feel able to give evidence in court. If this happens, we will try to use the evidence that other people, such as housing officers and street wardens, have gathered. We will discuss what this means with you.
- If you are willing to be a witness and give evidence at court, we will give you support before, during and after any legal proceedings.
- We will ask you to fill in a satisfaction feedback form after your complaint has been investigated. This will help us to continue to improve and develop our procedures.

Response times

We put all incidents of anti-social behaviour reported to us in categories according to their seriousness, and investigate the most serious as a priority. If an incident is made up of several different types of anti-social behaviour, our staff will treat the most serious part of the complaint first.

Category 1– response the next working day

This is for the most serious types of anti-social behaviour.

- Verbal abuse, harassment, intimidation, threatening behaviour

- Hate-related incidents (based on a person's sex, race, sexuality, disability, religion or age)
- Drugs, substance misuse, drug dealing
- Domestic violence, abuse
- Other physical violence
- Abuse and threats to staff

Category 2 – response within five working days

- Noise
- Vandalism and damage to property
- Alcohol-related incidents
- Prostitution, sexual acts, kerb-crawling
- Other criminal behaviour

Category 3 – response within 10 working days

- Pets and animal nuisance
- Nuisance from vehicles
- Litter, rubbish, fly-tipping
- Garden nuisance
- Misuse of shared areas and public space, loitering

Our service standards

- When you report anti-social behaviour to us we will confirm that we have received your complaint in writing within five working days.
- We will send you details of our Victim Support Officer in writing within five working days.
- We will contact you within the following times to offer a face-to-face interview or an interview by phone, or by e-mail if you would prefer. The timescales are based on how serious the anti-social behaviour is.
 - We will contact you the next working day if the anti-social behaviour is very serious.
 - We will contact you within five working days if the anti-social behaviour is serious but does not need an immediate response.
 - We will contact you within 10 working days for less serious types of anti-social behaviour.

(There are examples of different categories of anti-social behaviour on the previous page.)

- We will contact the person you say has carried out the anti-social behaviour within five working days of the timescales above. This will help us investigate your complaint. We will only do this with your permission. In certain circumstances it may not be appropriate to contact them and we will explain the reasons for this to you.
- We will send you a customer satisfaction form within five working days of closing your complaint.

Putting things right

We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

Contact details

Write to: Housing, Anti-social Behaviour
and Enforcement Team
YHN House
Benton Park Road
Newcastle upon Tyne
NE7 7LX.

Phone: 101 (24-hour incident reporting)

Phone: 0191 278 8740 (office)

Fax: 0191 278 8758

Minicom: 0191 278 7727

E-mail: newcastleasbunit@yhn.org.uk

Website: www.yhn.org.uk



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