



ASB SERVICE STANDARDS

RBH recognises that all residents have a right to the peaceful enjoyment of their home. RBH is committed to taking positive action, working in conjunction with other agencies, in order to address and resolve ASB. As part of our commitment to tackle nuisance and ASB a dedicated multi-disciplinary service is in place to provide a co-ordinated and timely response to these issues.

We recognise that the causes and effects of ASB are wide ranging and varied, and can affect all members of the community. We will therefore always seek to work in partnership with other agencies and our communities to ensure that all measures available are used effectively and positive outcomes are sought for our neighbourhoods.

Publicity / Service improvement

We will:

- Publicise our ASB service and our successes in addressing and resolving nuisance and ASB through our website, newsletters etc
- We will send you a satisfaction questionnaire following closure of your case.

Witness support

We will:

- Treat all information confidentially and ensure that the identity of complainants and witnesses is not disclosed without their express permission.
- Undertake a risk assessment with all complainants, agree a contact plan and plan of action and update you regularly regarding the status and progress of the case.
- Support all victims and witnesses until the case is closed and following closure if necessary and appropriate.

General

We will:

- Publish a policy and procedure on how we will work with and for our communities to both prevent and tackle ASB and nuisance.
- Ensure that all tenants are made aware of their rights and responsibilities in relation to ASB and nuisance at the point they become an RBH tenant.

Conducting a case / partnership Working

We will:

- Work in partnership with Rochdale Borough Council, Greater Manchester Police and other partners to resolve issues via joint working within your neighbourhood.
- Review all files on a monthly basis so as to ensure that cases are progressed in a timely way

Report and response

We will:

- Provide a range of reporting options, including by telephone and face to face. We will also offer a 24 hours a day, online reporting facility.
- Acknowledge all reports and make contact with the complainant within 3 working days of receiving a report.
- Interview and agree an action plan with all complainants within 5 working days.
- Respond to and agree an action plan for serious incidents, i.e. hate incidents, threats of violence or actual violence, within 1 working day.

