



## Anti-social Behaviour Service Standards – a summary of what you can expect from Hexagon

**This summary sets out the minimum level of service you can expect from Hexagon Housing Association. We are committed to meeting all of these standards. For a copy of our Anti-social Behaviour Policy, please contact the Customer Services Centre or see the Hexagon website.**

### What is Anti-Social Behaviour?

Hexagon will use the legal definitions of anti-social behaviour in relation to tenancy management contained in the Anti-social Behaviour, Crime and Policing Act 2014 that it is:

*“Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises,” and “Conduct capable of causing housing related nuisance or annoyance to any person.”*

- We will take a victim centered approach to managing anti-social behaviour
- All anti-social behaviour reports which we receive will be logged on our case management system to ensure there is an audit trail.
- Our Anti-Social Behaviour information pack will be sent to anyone who reports antisocial behaviour. The pack will include an acknowledgement letter summarising your report, diary sheets and if necessary information about mediation.
- We will confirm your preferred method of communication while managing your case.
- We will investigate report of activities that may be anti-social behaviour. Initial actions will take place between 24 hours and 10 days of the first report, depending on any risk assessment.
  - ❖ LOW – 5 -10 working days
  - ❖ MEDIUM – 2-5 working days
  - ❖ HIGH – 24 hours
- We will always agree an initial action plan with you when you report antisocial behaviour

- We will not disclose your identity to the person you are making a report about without your agreement.
- If there are witnesses we will arrange to meet with them and take statements.
- Once we have gathered information from all the parties we will contact you to agree an updated action plan.
- We will monitor any action plan at least once a month to check progress.
- We will work with other agencies that may have information regarding your antisocial behaviour report or may be able to help in managing the case.
- Where appropriate we will make a referral to an independent mediation service to facilitate an agreement between you and the other party. We will always seek your agreement first.
- In some instances we will consider legal action when all other methods of resolving anti-social behaviour have failed and where there is sufficient evidence to support such action.
- You may be required to attend court and provide witness statements
- We will always take legal action where there is evidence of racial harassment/abuse
- We will keep a record of the anti-social behaviour and any action taken.
- We will contact you at least once a month while a case is ongoing.
- We will contact you before closing a case and follow up in writing.

*If you would like this document produced in your own language, in Braille, large print or audio, please let us know.*