

# CITY HOUSING ANTI-SOCIAL BEHAVIOUR SERVICE STANDARDS

## OUR STANDARD:

These are our service standards for dealing with Anti-Social Behaviour (ASB) involving Birmingham City Council Housing Department Residents. They aim to provide clarity on what residents should expect from City Housing when they report ASB incidents and what we may expect from you.

We are committed to ensuring that you are fully satisfied with our handling of ASB situations, we are here to help.

We work in partnership with the police, other statutory agencies, and neighbourhood-based partners to resolve issues of ASB affecting tenants and our wider neighbourhood.

As part of our service commitment to you, this is what we will do in the following circumstances.

# WHEN YOU REPORT ASB TO US. WE WILL:

- 9 We want to make it as easy as possible for you to contact us when you report ASB. You can contact us by telephone call 0121 464 7297 , make a report via our website

TO PROGRESS

## WHEN WE CLOSE YOUR CASE. WE WILL:

- 9 We want to keep you informed and involved in the process of closing a case. Before formally closing your case, we will contact you and will also confirm the reasons to you in a letter or email.

## TO OBTAIN YOUR FEEDBACK. WE WILL:

- 9 We will provide instructions and encourage you to complete a Customer Satisfaction Survey so you can tell us about your experience with how we handled your ASB Case.
- 9 We will listen to you and take your views into account by offering ways for you to get involved in improving the safety of where you live, such as becoming a Block or Street Champion or setting up a Residents Group for your block or street.

## TO MONITOR THIS ASB SERVICE STANDARD. WE WILL:

- 9 Team Leaders and Managers will conduct monthly reviews on cases and perform audits, to ensure that we are keeping to our word and following through with our commitments to you.
- 9 We will provide our Tenant Scrutiny Group monthly progress reports so that tenants can monitor our performance against these standards.
- 9 We will use performance reports to monitor that we are meeting these standards.
- 9 We will review this standard based on the feedback we receive through complaints and compliments, and strive to incorporate it into our policies, procedures, and future delivery plans.

WHAT WE WOULD

