

What you can expect from us

Habinteg wants every tenant to enjoy living in their home and neighbourhood.

Antisocial behaviour (ASB) is the term for actions that can unreasonably interfere with this enjoyment, or create a nuisance or annoyance that impacts or affects our customers, staff, contractors or neighbours, where this is occurring within their Habinteg home or in the local community.

If you report a case of antisocial behaviour (ASB) to Habinteg we will:

- ensure all complaints of ASB are treated seriously and impartially;
- provide you with a named person who will deal with the case;
- treat the case you report confidentially and not discuss it with other people without permission;
- risk assess the case when you first report it to us;
- respond and agree an initial action plan to high risk incidents within one working day;
- respond and agree an initial action plan to non-high risk incidents within five working days;
- attempt to talk to any identified witnesses and take statements;
- review the case with you at least once a month and more frequently if agreed necessary;
- signpost and make referrals for support you may need, working with our partner agencies and other support services;
- offer mediation if we think this would be the most effective way to deal with the problems;
- consider and use the most appropriate tools and powers available to us to resolve the case;
- advise you in writing of the outcome of our investigation when the case closes;
- carry out customer satisfaction surveys to help find out what people think of the service and how we can improve.



Service standard targets

Complete risk assessment	1 working day
Satisfaction monitoring of ASB	Monthly
Respond and agree an initial action plan to high risk incidents within	1 working day
Respond and agree an initial action plan to non-high risk incidents within	5 working days
Advise you in writing of the outcome of our investigation.	On closure

How can you be sure Habinteg is meeting these standards?

We will:

- use our in-house management performance systems to ensure we are meeting timescales,
- regularly monitor tenant satisfaction via surveys carried out by a third party,
- invite involved tenants to review performance and periodically scrutinise Habinteg's ASB service and standards.

Contact us

Sign up to your online Habinteg account for easy access to our services, visit my.habinteg.org.uk, or our website habinteg.org.uk.

