



**Our vision is
"to deliver excellent Housing Services"**

**Service Standard
ANTI SOCIAL BEHAVIOUR**

**Newark and Sherwood Homes
Limited**



Version 3
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Created By Denise Harrison

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1 What is a Service Standard?

Our Service Standards reflect our Customer Promise to provide a service that is efficient, fair and responsive to all our customers.

All Newark and Sherwood Homes staff have a responsibility to ensure that the services provided to our customers meet the highest possible standards at all times, and to recognise that some customers may, on occasions, require special or more sensitive services.

We have set our standards because you have said that these are the things that matter most. We have involved customers in agreeing our standards and customers will be involved in monitoring them, to make sure we keep our promise to you.

We will regularly publish the results of this monitoring in our newsletter 'Home from Homes' and on our website. We will also review our standards each year to make sure that they continue to reflect what matters most to you. We have a range of standards covering the different services that we provide. For more information on our other standards, please contact any of our offices listed at the end of this leaflet, or go to our website www.nshomes.co.uk

2. What can you expect from Newark and Sherwood Homes?

- All staff and contractors to show identification;
- To be treated politely, courteously and with respect;
- All reception areas to be clean and comfortable with a variety of leaflets on the housing services available;
- We will seek your views through surveys and by inviting you to public meetings;
- Officers to notify tenants as soon as possible if they are unable to attend appointments;
- We will publicise our performance on targets we have set.

3. What does Newark and Sherwood Homes expect from you?

- To be treated politely, courteously and with respect;
- Provide the information we ask for when we ask for it or as soon as possible thereafter. This will help speed up the process;
- Please ensure that you read all the information sent to you;
- Attend appointments on time or let us know as soon as possible if you are not able to. This will help us to keep appointments with other customers;
- There are times when we are very busy, but we will do all we can to keep waiting times to a minimum;
- Out of courtesy to our officers visiting you at home, we request that you do not smoke during the interview.

This booklet sets out the standard you can expect in respect of Anti Social Behaviour. These standards are reviewed annually and you can have your say by:

- Speaking to a member of staff;
- Email: housing@nshomes.co.uk
- Completing a suggestion slip at any Newark and Sherwood Homes office;
- Contacting your tenant representative (details available from your local housing office);
- Contacting Newark and Sherwood Homes on 0845 258 5550;
- Contacting Newark and Sherwood District Federation of Tenants and Residents Associations on (01636) 684343.

4. Equality and Diversity

Newark and Sherwood Homes is committed to giving equality of service to all. This means that customers will not be treated any differently because of their gender, race, age, disability, sexual orientation or religion. We will:

- Ensure all rent account holders are dealt with in accordance with Newark and Sherwood Homes Equalities and Diversity Strategy which is available on request or by visiting our website at: www.nshomes.co.uk
- Provide information in other formats, languages, large print, Braille and audiotape and arrange for translators or signers where needed,
- Promote our Anti Social Behaviour service to ensure it is accessible to all eligible sections of the community.

5. Anti Social Behaviour

What we consider as anti-social behaviour includes, but is not limited to (all these points apply to your household, and everyone visiting or living in your home):

- Violence or threats of violence;
- Any other person causing nuisance or annoyance, which directly or indirectly affects our housing management functions;
- Harassment and intimidation including racial, homophobic, Hate Crime and Domestic Violence;
- Groups congregating and creating a threatening and intimidating atmosphere;
- Illegal use and/or supply of drugs relevant to a Council property or locality;
- Noise nuisance;
- Nuisance caused from the mis-use of alcohol;
- Graffiti, fly tipping/posting, overgrown and neglected gardens, animals causing nuisance;
- Use of motor vehicles in anti social manner on our estates;
- Abandoned and untaxed vehicles.

Help and advice - we will:

- Do everything we can to prevent anti-social behaviour before it starts. We will do this by enforcing tenancy conditions and using preventative methods where appropriate;
- Deal effectively with non-tenants who directly or indirectly affect our estate management function;
- Support witnesses as far as possible. This may include working with other agencies;
- Be proactive in tackling anti-social behaviour with our Community Safety partners, exchange necessary information and work jointly on cases where appropriate;
- Ensure our staff are adequately trained to deal with anti-social behaviour;
- Take reports of anti-social behaviour very seriously;
- Aim to resolve problems wherever possible and take legal action when appropriate;
- At every stage work together to discuss and agree the best way forward with you;
- Answer any queries you may have concerning Anti Social Behaviour;
- Provide a home visit or an appointment at a mutual agreed venue on request.

6. Monitoring

We will monitor our Anti Social Behaviour Service in the following areas monthly:

- Record the number of new Anti Social Behaviour, Domestic Violence and Hate Crime cases reported;
- Record the number of cases closed;
- Record the number of cases referred for Mediation;
- Record the number of Warnings Notices issued;

- Record the number of Good Neighbour Agreements issued;
- Record and monitor the number of Notice Of Seeking Possession (NOSP) issued;
- Record the number of referrals to other agencies for support;
- Record and monitor the number of Acceptable Behaviour Contracts;
- Record the number of Multi-agency meetings attended;
- Monitor the extension or failure of Introductory tenancies;
- Record and monitor the number of Anti-Social Behaviour Contracts;
- Record and monitor the number of Anti-Social Behaviour Orders;
- Record and monitor the number of Ant-Social Behaviour Injunctions;
- Record the number of Evictions;
- Record and monitor the number of Tenancy Demotion Orders;
- Record and monitor the number of Injunctions and Exclusion Orders.

All of the above will be reported by ethnicity and diversity of the complainant and perpetrator.

All closed cases will be surveyed for satisfaction with the complainant.

7. Performance

The results of our monitoring of performance against our Service Standards can be found in our 'Home from Homes', performance posters displayed in our reception areas, and on our website at www.nshomes.co.uk

8. What do I do if I wish to comment on the service provided?

If you wish to let us know how you feel about the service that we have provided, you can submit a compliment, or complaint via Newark and Sherwood Homes 'Complaints and Compliments' procedure. You may either complete a compliments or complaints form which are available from any Newark and Sherwood Homes reception, or via the website, or by calling 0845 258 5550.

If you wish to submit a service improvement idea you can complete our *Housing Matters* Form available in the same way.

Your complaint and / or compliment will be acknowledged within 3 working days and replied to within 10 working days.

9. Contacting Us

You can contact Newark and Sherwood Homes by visiting, telephoning or writing to one of the following offices:

Newark and Sherwood Homes

Customer Services Directorate

Kelham Hall

Kelham

Newark-on-Trent

Notts.

NG23 5QX

Telephone: 0845 258 5550

Fax: (01636) 655514

Opening hours:

8.30am – 5.15pm Monday – Thursday

8.30am – 4.45pm Friday

Customer Services Directorate

Farrar Close Office

Newark-on-Trent

Notts.

NG24 2EG

Tel: 01636 655555

Fax: 01636 655578

Repairs Freephone 0800 5610010

Hawtonville Office

77c Eton Avenue

Newark-on-Trent

Notts.

NG24 4JH

Tel: 01636 655503
Fax: 01636 655504
Opening Hours
9.00am – 4.30pm Monday – Friday

Ollerton Office

Sycamore Road
Ollerton
Notts.
NG22 9PS
Tel: 01623 860740
Fax: 016323 860729
Opening Hours
9.00am – 4.30pm Monday – Friday

Website: You can visit our website – www.nshomes.co.uk

E-Mail: You can e-mail us at housing@nshomes.co.uk

Independent Advice

If you would like to seek independent advice regarding housing services you can contact a group, which works closely with Newark and Sherwood Homes. They are:

Newark and Sherwood District Federation of Tenants and Residents
Associations
Brooks House
21b Bailey Road
Newark-on-Trent
Notts.
NG24 4EP
Telephone: (01636) 684343.

Newark and Sherwood Homes Limited
Kelham Hall
Kelham
NEWARK ON TRENT
Nottinghamshire
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Polish)

(Mandarin)

(Portuguese)



Signing



Audio Tape

V.8