

Anti-social behaviour

Our Promise

Anti social behaviour is a key issue for most customers and so we will ensure that we take every instance of ASB seriously. We will provide a supportive and well communicated service which reassures you and keeps you informed at all stages.

Ensuring Your Voice Is Heard

If you decide to involve Trident in tackling the nuisance. **We will:**

- Contact you within two working days, more quickly for the more serious cases.
- Take seriously the issues you raise and the evidence given by witnesses.
- Treat you with respect.
- Seek to communicate with you on a regular basis, by telephone, in person or in writing.
- Arrange for an interpreter or sign language interpreter.
- Draw up an action plan with you within five days of your complaint and take action at the agreed times.
- Keep you up-to-date with progress and take decisions promptly, as set out in the Anti-social behaviour Procedure.
- Not disclose your name and address to anybody else without your permission, except if legal action is being pursued or it is in the public interest to do so in order to detect or deter crime.



Supporting Tenants

Trident can provide the following types of support:

- If you agree, we can refer you to other agencies who provide specialist support.
- If you feel your safety is at risk, we can help to re-house you, even if it is only for a short time.
- Where it is right to do so, Trident will offer a housing support service to vulnerable tenants and people who cause a nuisance.
- Trident will aim to provide you with the right level of support and information, if a case goes to Court.

Closing Your Case

We will close the case when:

- The case has been investigated and successfully resolved.
- There has been no further nuisance for 3 months (you are still encouraged to contact us if you have further problems).
- By mutual consent e.g. if the complaint is withdrawn or when the person who caused the nuisance has left the area and is unlikely to return.
- There is not enough evidence for us to pursue your case if Trident has used all options available and been unable to resolve the issue.

Continuous Improvement

Trident is committed to improving its services continuously. To do this, we will:

- Record and review how well the service and support options are working.
- Use information that we receive to help us to improve services.
- Ask your views about how your case was handled, and use the information to help us to improve our service.