



Service Standard

Anti-Social Behaviour

Trident Group is committed to providing a high quality, responsive and improving service to our customers. This service standard tells you what level of service you can expect from us in dealing with anti-social behaviour (ASB). We will investigate and take all complaints of ASB seriously, including domestic abuse and hate crime.

To achieve this we will:

- ✔ Provide easy access for you to report ASB in different ways, such as in person, by post, over the phone or online
- ✔ Offer expertise and support to those affected by ASB and empower and encourage you to resolve any conflicts where appropriate and offer various methods like mediation to achieve this
- ✔ Take appropriate and fair action against perpetrators of ASB, hate crime and domestic abuse, whether it is being caused by them, visitors to their property and/or their family
- ✔ Use all available powers to protect you and your community from ASB with the aim to resolve the majority of complaints through non-legal means
- ✔ Use a range of methods to collect evidence, such as: diary sheets and witness statements
- ✔ Use enforcement action if ASB continues. We will use the full range of tools available including: Good Neighbour Agreements, Acceptable Behaviour Contracts, Injunctions and as a last resort tenancy enforcement
- ✔ Work in partnership with other agencies such as local authorities, Police and support agencies
- ✔ Aim to assess whether ASB may be driven by mental health issues. In such instances Trident Group will seek to provide support and expect resident(s) to engage with us
- ✔ Contact you within 1 working day for any serious ASB and 5 working days for any minor incidents
- ✔ Agree an action plan with all parties where appropriate and monitor and review the situation
- ✔ Keep you up-to-date of any progress
- ✔ Close any cases only when resolved or when all available appropriate remedies have been used
- ✔ Discuss our decision to close the case with you
- ✔ Ask customers how satisfied they are with the service we provided and publish our performance on a regular basis
- ✔ We will adhere to GDPR regulations to keep your data safe and confidential

We will not:

- ✘ Get involved in personal arguments, disputes or non-housing matters
- ✘ Be able to take possession actions through court unless we have solid proof of the alleged ASB

