

What we ask of you

Report ASB Incidents: Please report all instances of ASB you experience or witness.

Communication: Keep us informed if you need advice or support.

Consideration as a neighbour: Be a considerate neighbour to others.

Respect Our Staff: Treat our employees with respect and courtesy.

Cooperate: Work with us to gather evidence and resolve issues together.

Feedback: We encourage you to share your experiences and complete our feedback survey once your case is closed.



Contact information

If you need to report ASB or require assistance, please contact us:

Phone: 0800 075 6699 (Out of Hours Service)

ASB App: Download from the App Store or Google Play or Speak to your Tenancy Sustainment Officer

Website: www.adullam.org.uk

Email: info@adullam.org.uk

FEEDBACK IS OBTAINED USING:

Customer Satisfaction Survey: We invite you to complete a feedback survey regarding your experience. Your input is invaluable for improving our service.

Get Involved: We encourage you to participate in resident groups or TRS scrutiny champion initiatives for community safety.

MONITORING

Regular Reviews: Our management team will conduct reviews and audits of ASB cases to ensure we maintain our commitments.

Progress Reports: We will provide our Tenant Scrutiny Group with updates to track our performance against these standards.



Adullam
Homes Transforming Lives

Anti-Social Behaviour & Hate Incidents Service Standards



Together, we can
create a safer and
more welcoming
community

Our Standard

This leaflet outlines the service standards for dealing with Anti-Social Behaviour (ASB) and Hate Incidents involving Adullam's Tenants, Residents and Services Users (TRS).

Our aim is to explain what to expect from us when reporting ASB incidents, and what we ask from you as a responsible community member.

We are dedicated to tackling ASB and hate crimes, ensuring that everyone can enjoy their homes safely. We work closely with various agencies, including the police and councils, to effectively resolve issues affecting our tenants and communities.



Reporting incidents

You can report incidents via our ASB App, through telephone, email, or by visiting our website. You can also arrange a personal visit at a mutually convenient time.

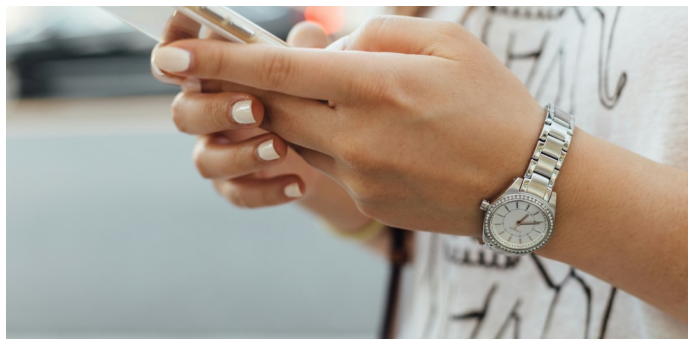
When we receive your report, we assess your situation, checking for immediate risks, and categorise your case for appropriate action.

If we cannot assist directly, our Customer Service Team will guide you to relevant agencies for support.

Response Times

For serious cases (e.g. hate crimes or violence): we respond within 1 working day.

For other cases (e.g. noise nuisance, tenancy breaches, neighbour disputes): we respond within 5 to 10 working days.



What we offer you

Dedicated Support: Assign you a named investigating officer who will keep you informed and actively seek resolutions to your concerns.

Regular Updates: Your investigating officer will update you regularly—at least once a month—via your preferred communication method.

Action Plans: We will create an action plan together with you and provide a copy for your reference.

Explore Solutions: Discuss informal options such as mediation or Good Neighbour Agreements and consider the full range of legal powers if necessary.

Collaborate with Partners: Work with local agencies to collect evidence and support everyone involved.

WHEN WE CLOSE YOUR CASE:

Before closing your case, we will contact you to discuss the outcome and confirm the reasons for the closure in writing.