

A close-up photograph of a dog's mouth, showing its teeth and tongue. The dog has dark fur around its eyes and muzzle, with lighter brown fur on its face. The background is blurred.

aschamhomes

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Service Standard

Antisocial
behaviour

We will:

- In serious cases of antisocial behaviour, domestic violence or harassment, carry out an interview with the complainant within 24 hours
- In all other cases, we will interview the complainant within ten working days
- Arrange for independent mediation to help end disputes between neighbours
- Not disclose information to the person you are complaining about without your permission, but this may restrict the action we can take to help you
- Take action against residents who breach their tenancy agreement through their antisocial behaviour
- Keep you informed of what actions we are taking and decide on what action (if any) is to be taken within 15 days
- Keep monthly contact with you and review each complaint after three months
- Write to you to confirm actions and when we close a case

We have a dedicated telephone line for reporting antisocial behaviour, domestic violence and harassment – 0208 496 4011. This is staffed during office hours (Monday to Friday 9.00am to 5.00pm).

If you cannot stay in your home because you have been assaulted or feel you are at risk of physical harm, we will refer you to the Council's Homeless Persons Unit.