



WAVERLEY HOUSING CUSTOMER SERVICE STANDARDS

ANTI-SOCIAL BEHAVIOUR

We will:

- Respond to complaints of anti-social behaviour from Waverley Housing tenants within three working days or one working day if the complaint is of a serious anti-social nature, for example, racial harassment or actual or threatened violence.
- Agree an action plan with complainants for dealing with the problem at the time of the initial investigation, in order to make sure they are clear about what can be done and the likely timescale involved.
- Fully investigate complaints of anti-social behaviour and ensure complainants are kept informed at every stage of the process.
- Ensure complaints are resolved or agree further action on all cases of nuisance and anti-social behaviour within 3 months. Some cases can be resolved quickly by referral to mediation or issuing of warnings. If legal action, however, is to be taken, cases will take longer to resolve. Our aim is to have agreed this course of action and informed all parties of this within the 3 month timescale.

This document is also available in other languages, large print, and audio format upon request.

(Russian)

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

(Polish)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

(Czech)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

(Portuguese)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.



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