

## Anti-social Behaviour Management

Everyone deserves to live in a home and community where they feel safe and respected. If you're experiencing anti-social behaviour (ASB) – such as ongoing noise, threats, harassment, or other nuisance causing distress – we're here to support you.

Our Community Safety Team works closely with partners to prevent and tackle ASB, helping to keep you and your community safe.



### We will:

- **Provide clear information** about what counts as anti-social behaviour and how you can report it.
- **Make reporting ASB easy and accessible** – offering a range of ways to contact us, so you can choose what works best for you.
- **Respond promptly** – we'll get back to you within one working day for urgent cases e.g. hate crime, violence or arson, and within three working days for all other reports.
- **Protect your confidentiality** – we'll never share any information about who made the report unless we have your permission, so you can feel confident raising your concerns.
- **Understand your individual needs** – tailoring our approach to each case, with your safety and experience in mind.
- **Agree an action plan with you** – when we contact you, we'll carry out a risk assessment and explain how we'll manage your report. We'll also confirm this in writing to you.
- **Be honest and clear** – not everything reported is classed as anti-social behaviour, and if that's the case, we'll advise you on other ways we can help.



### When we open an ASB case, we will:

- **Investigate thoroughly** – we take all reports seriously. Our actions will depend on the seriousness of the anti-social behaviour and the outcome of our risk assessment.
- **Engage with those involved** – after we've spoken to you, if the person (or people) responsible is a Livv customer, we'll contact them within five working days to discuss the issue, gather their response and advise of any action or next steps. If they're not a Livv customer, we'll work with local authorities and/or the police. We may also speak with witnesses where appropriate.
- **Keep you updated** – once we've spoken with those involved, we'll confirm all actions and next steps in writing within three working days – to them and you.
- **Use a range of tools to manage ASB**, including:
  - Mediation services to help neighbours resolve disputes constructively
  - Warnings and notices to prevent ongoing ASB
  - Legal injunctions to stop serious or repeated ASB
  - Tenancy action, including taking legal proceedings in severe cases
- **Work collaboratively** – we partner with agencies such as the police and local authorities to investigate ASB and provide further support where needed.
- **Close your case** – we'll only close your case when you agree, and no further incidents occur. Cases may also be closed if we can't reach you after several attempts.

## How are we doing?

We're always striving to make your experience better. We will monitor how our ASB service is performing and share this with you, along with any actions that we are taking to improve service performance.

We will do this by measuring:

- Customers supported to address ASB

We'll keep these figures up to date so you can see how we're doing [at a glance](#).



## Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will

## Want to know more?

Click [here](#) to find out how to report ASB or to read our ASB Policy