

## ***Anti Social Behaviour and Neighbour Nuisance***

We take anti social behaviour and neighbour nuisance very seriously, and understand the misery they can cause. We work very closely with our customers, the police and other agencies, towards eliminating this growing problem from our estates.

As part of our determination to beat this problem, we've developed a new Risk Rating System that we apply to all reports of anti social behaviour and neighbour nuisance. Each complaint we receive is given a rating of high, medium or low, according to the urgency. We'll then send you a letter to confirm when you can expect us to visit, except if your complaint is high risk, in which case, we'll visit within 24 hours. The Team Leader at each of our offices, will check each incident reported to see that they are satisfied with the rating given to each case.

If you make a complaint, you can expect us to respond within the following timescales:

<b>Type of Nuisance</b>	<b>Risk Rating &amp; Response Time</b>
Minor neighbour disputes, minor breaches of tenancy, boundary and land issues	LOW Risk Cases 5 – 10 working days
Allegations of criminal activity, drug dealing, verbal abuse, youth nuisance and noise nuisance	MEDIUM Risk Cases 2 – 5 working days
Threats of physical assault, serious intimidation or harassment, racial incidents, domestic violence, serious damage to St. Leger Homes property, insecure or abandoned premises	HIGH Risk Cases 24 hours – 1 working day

If you're having problems, but are worried about reporting them, we can assure you that we handle all complaints in strict confidence. Just telephone or call into you local area office and ask to speak to the Estate Officer for your area – don't suffer in silence.