Solihull Community Housing
Shaping our neighbourhoods

Anti-Social Behaviour

We take a lead role in Solihull to tackle all types of ASB, whether you rent or own your home.

If you have an ASB problem, we will support you to resolve it, in a way that makes you feel highly satisfied with the way we've handled it for you.

We also work positively with our partners and communities across Solihull to create strong and thriving neighbourhoods.

What we will do

We will:

- Be here to help, you can easily contact us by phone, email or face to face, in your home or at a mutually convenient location.
- Listen to you, so we understand your complaint and its impact on you.
- Respond within:
  - ✓ 1 working day for very serious ASB such as violence and hate crime.
  - ✓ 3 working days for serious ASB such as drug misuse or verbal abuse.
  - ✓ 5 working days for other ASB such as noise, litter and dog fouling.
- Agree an action plan with you and give you a copy, so you can keep a track on progress.
- Ensure our teams are knowledgeable, highly trained and professional when dealing with your ASB complaint.
- Give you the name of a helpful officer who will work with you until your ASB issue is resolved.
- Identify with you, any risks or support needs you may have and discuss how best to respond to them.
- Carry out a thorough and fair investigation and always look for solutions.
- Be open and honest with you and focus on what we 'can do'.
- Keep you informed so you won't have to chase us. We'll contact you in the way you asked us to at least every 10 working days.
- Discuss options such as acceptable behaviour contracts, mediation or legal action to agree the way forward, whilst taking account of your wishes.
- Work with the police and other agencies so we can resolve your complaint.



- We aim to resolve the majority of ASB cases as soon as possible and improve this every year. Based on our performance in 2025/26, typically we resolve the majority of ASB cases within these timescales:
  - ✓ Very Serious – 15 Weeks
  - ✓ Serious – 16 Weeks
  - ✓ Minor – 22 Weeks
- Only close your complaint after discussing it with you first and confirm reasons in writing.
- Work with partner agencies to support the most vulnerable in communities helping them to feel safer, alongside other support such as money or heating or health advice.
- Commit to partner-led campaigns that support victims of domestic abuse and hate crime.
- Offer ways to involve you in creating thriving neighbourhoods, like becoming a Community or Street Advocate or in other ways that suits you – contact our Customer Engagement team to find out more.
- Ask for your feedback on how we handled your ASB, so that we can keep improving our service to you.

Anti-Social Behaviour

How we will we update you on how we are doing

We will:

- Let you know how we're tackling ASB through our quarterly newsletter.
- Provide up to date information on our website at **www.solihullcommunityhousing.org.uk**
- Share posts on Facebook, Twitter and Instagram for you to see what we are up to.

The Annual Report appears on our website and is carried in the Autumn newsletter.

We will review our Service Standards

When we:

- Review our standards as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

We would ask you to:

- Report any incidents of ASB, we're here to help you resolve it.
- Be a considerate neighbour.
- Work with us to collect evidence, so we can achieve the best outcome.
- Let us know if you need additional help, so our staff can respond in the best way to help you.
- Be open to resolve neighbour disputes through mediation, if appropriate.
- Complete a customer satisfaction survey as we are keen to hear your views.

How will we keep a check on our standards

We will:

- Carry out monthly case reviews and audits to check that we are doing what we promised.
- Team Leaders will review all cases before final closure to ensure all agreed actions have been completed.
- Provide a quarterly report to the council on our performance in delivering ASB services to private sector residents.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise the service.
- Use performance reports to check we are meeting timescales.
- Use feedback from surveys, complaints and compliments to improve our ASB Service.
- Monitor our performance against national data for similar sized organisations to see how we compare.

