



Anti-social Behaviour Service Standard

We expect our tenants to behave in an appropriate way and to respect their neighbours and neighbourhood at all times. Our approach to dealing with Anti-Social Behaviour is to focus on prevention, providing support and advice as appropriate. Enforcement action is only used as a last resort when other measures have failed. We will treat each case individually and as far as is reasonable, take account of the household's wider circumstances before taking legal action.

We will take responsibility for investigating all complaints of ASB that are reported to us but may involve others partners such as the Local Authorities, Police, private landlords and other Registered Social Landlords where appropriate.

We will:

- acknowledge receipt of a report of ASB within one working day and will arrange to interview the complainant within three working days in the case of threatened or actual violence including race/hate crime
- acknowledge receipt of the report of ASB within three working days and arrange an interview within six working days in standard cases
- acknowledge receipt of minor ASB reports within five working days and arrange an interview within 10 working days
- send the complainant a letter outlining what is being done to address the situation within five days of the interview
- provide updates on a fortnightly basis
- advise you in writing if we are closing an ASB case
- treat all cases in the strictest of confidence.



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ENDEAVOUR
HOUSING ASSOCIATION

Spanish

En caso de que el inglés no sea su idioma de preferencia, favor contactar Endeavour Housing Association, quienes podrán ofrecerle un servicio de traducción sin cargo, al **0800 9 80 90 50 / 01642 796200**.

Portugese

Se o Inglês não é a sua língua preferida, por favor contacte a Endeavour Housing Association, que pode fornecer-lhe um serviço de tradução gratuito, pelo nº. **0800 9 80 90 50 / 01642 796200**

Dutch

Als Engels niet uw taal van voorkeur is, neem dan contact op met Endeavour Housing Association via **0800 9 80 90 50 / 01642 796200**. Zij zorgen dan gratis voor een vertaling.

Kurdish

0800 9 80 89 50 / 01642 796200 فۆنۆی له ته رۆنگای ژماره له ، تکایه زمانى ئینگلیزى نییه ر ئۆگریتان به گه ئه وه کانى به تکاریه تاکو خزمه Endeavour Housing Association ن به ندى بکه یوه په 01642 796200 شتان بکات رگێران پێشکه خۆرایى

Urdu

0800 سے Endeavour Housing Association ربانى اگر انگريزى آپ كى ترجمى زبان نہيں، تو برائے م پر رابطہ کریں، جو بال معروضہ ترجمہ كى خدمت فراہم كرسكتى ہے۔ 0800 9 80 90 50 / 01642 796200

Farsi

0800 9 80 90 50 / 01642 796200 اگر انگلیسى زبان مطلوب برائى شما نىست، لطفا از طريق شماره تلفن انتىاربانگىار تروصه بمررت تادخه ئارا ناکم ات دىريگب سامت Endeavour Housing Association با دوش مهارف

Bengali

hw` BsfiwR Avcbvi cQf`i fvlv bv nq, AbyMÖn Kfi Endeavour Housing Association-†K 0800 9 80 90 50 / 01642 796200 b^fi †hvMv†hvM Kiæb, hviv webvg~†j` Abyev` cwi†lev cÖ`vb Ki†Z cv†i

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Chinese Simplified

如果英语并非您所习惯于使用的语言,那么请致电 **0800 9 80 90 50 / 01642 796200**

与'全力住房协会(Endeavour Housing Association)'联系,本机构将能够为您提供免费的翻译服务。

Somali

Haddii Ingiriisigu uuna ahayn luqadda aad doorbideyso, fadlan la soo xiriir Endeavour Housing Association, oo kugu siin karta adrrg tarjumaad lacag la'aan, kana soo was **0800 9 80 90 50 / 01642 796200**.

Punjabi

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਂਡੇਵਰ ਹਾਇਸਿੰਗ ਐਸੋਸਿਏਸ਼ਨ ਨਾਲ **0800 9 80 90 50 / 01642 796200** ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ, ਜੋ ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਦੇ ਸਕਦੇ ਹਨ।

Arabic

إذا كانت الإنجليزية ليست لغتكم المفضلة يرجى الاتصال بجمعية إندوفر للإسكان على الهاتف رقم **0800 9 80 90 50 / 01642 796200** وسوف يوفرنا لكم ترجمة مجانية.

French

Si l'anglais n'est pas votre langage de choix, veuillez contacter Endeavour Housing Association au **0800 9 80 90 50 / 01642 796200**, qui vous offer un service de traduction.

Traditional Chinese

若您不擅於使用英文溝通,請聯繫 Endeavour 住房互助協會(Endeavour Housing Association)以便安排免費翻譯服務,聯絡電話是 **0800 9 80 90 50 / 01642 796200**

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