

## OUR ANTI-SOCIAL BEHAVIOUR (ASB) SERVICE PROMISE



We want you to be proud of your home and your neighbourhood and for you to feel safe and secure where you live.

If you do experience anti-social behaviour (ASB) in your community, report it to us and we'll do all we can to help you to resolve it.

We respond to every single report of ASB, putting you at the heart of our approach and working with other agencies where necessary to ensure that issues of ASB are resolved as quickly as possible.

For more information, you can read our anti-social behaviour policy by visiting [www.aster.co.uk](http://www.aster.co.uk) or you can call us on **0333 400 8222**.

### WHEN REPORTING ANTI-SOCIAL BEHAVIOUR TO US, WE PROMISE TO:

- Carry out an impact assessment on every new or significant report we receive and after three months of an active case
- Respond to high risk cases (such as domestic abuse or hate crime) within two working days
- Respond to all other reports of ASB within five working days
- Provide an action plan for all cases reported and let you know what steps we're taking to address your concerns
- Give you a clear timeline of when you can expect to receive updates from us
- Work in partnership with other agencies to ensure a speedy and acceptable resolution
- Advise you if the case is to be closed and give you the reasons why
- Ask for your feedback so that we can continuously review our service

