

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190



HOUSING Service Standards

**Service standards tell you
what you can expect
from the Council**

www.harrogate.gov.uk

Anti-Social Behaviour

How you should expect

Us to deal with

Anti-Social Behaviour

Our Service

Harrogate Borough Council believes that everyone has the right to enjoy their home free from excessive nuisance or anti-social behaviour in all its various forms. As a landlord the Council is committed to taking appropriate action to prevent and deal with incidents involving its tenants, either as victims or alleged perpetrators of anti-social behaviour.

To reduce the incidence of anti-social behaviour

We will:

- ▶ Advise all tenants of the conditions of their tenancy agreement or licence, including their responsibilities to their neighbours and community when they first sign up for their tenancy.
- ▶ Use Introductory Tenancies or other legal remedies available to the Council.
- ▶ Aim to visit all new tenants within 20 working days of the start of their tenancy to make sure they have settled in and remind them, where appropriate about keeping to the conditions of their tenancy.
- ▶ Use Tenants News and all other opportunities to publicise the issue of anti-social behaviour to all tenants and leaseholders.

- ▶ Promote good relationships with groups and individuals within the community and work closely with the Safer Communities Partnership, the Police, North Yorkshire County Council Support Services, health agencies, the Probation Service, the Youth Offending Team, ARCH Mediation and other voluntary groups.

Dealing with problems

We will:

- ▶ Respond to allegations of anti-social behaviour within 2 working days. Where violence occurs, or there is a threat of violence, we will respond within 1 working day.
- ▶ Listen carefully to what you have to say and recognise that the nuisance is of serious concern to you.
- ▶ Agree an action plan setting out what we will do and what action you can take.
- ▶ Treat urgently cases involving criminal behaviour including the use and selling of drugs and acts of intimidation and assault including racial and sexual harassment.
- ▶ Offer advice about Mediation or other similar services available that may resolve the problems without recourse to legal action.
- ▶ Conduct customer satisfaction surveys to assess the effectiveness of the Council's anti-social behaviour policy.

