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Arabic

هل تحتاج الى الحصول على هذه الوثيقة بلغة أخرى أو شكل آخر؟ ضع علامة في المربع بجانب اللغة أو الشكل الذي تحتاجه و قم بإرساله على العنوان المذكور أدناه.

هذه الوثيقة متعلقة بالسلوك المعادي للمجتمع

Bengali

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরমাট চান? আপনি যে ভাষায় বা ফরমাট চান তার মাসের পাশের বাহুর টিক চিহ্ন দিন এবং নীচের ঠিকানাতে ফেরত পাঠান।

এই নিফলটিতে শব্দ অসামাজিক আচরণ (আন্টি-সোশাল বিহেভিয়ার) প্রমর্ষিত।

Gujarati

શું તમને આ દસ્તાવેજની આવસ્થકતા કોઈ અન્ય ભાષા અથવા શૈલીમાં છે? જે ભાષા અથવા શૈલી ની તમને આવસ્થકતા હોય એની આગળનાં બોક્સ પર ટિક કરો અને નીચે આપેલાં સરનામા ઉપર માકલો.

આ પુસ્તિકા અસામાજિક આચરણ વિષે છે.

Hindi

क्या आपको इस दस्तावेज़ की किसी अन्य भाषा या प्रारूप में ज़रूरत है? जिस भाषा या प्रारूप की आपको ज़रूरत है उस के आगे दिए बॉक्स पे टिक करें और नीचे दिए पते पर भेजें।

यह पुस्तिका असामाजिक व्यवहार के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o zaznaczenie okienka obok wymaganego języka lub formatu i odesłanie na poniższy adres.

Niniejsza ulotka zawiera informacje na temat zachowania antyspołecznego.

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਜ਼ਰੂਰਤ ਹੈ? ਜਿਸ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੀ ਤੁਹਾਨੂੰ ਜ਼ਰੂਰਤ ਹੈ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਗਏ ਬਾੱਕਸ 'ਤੇ ਟਿਕ ਕਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਭੇਜੋ।

ਇਹ ਲੀਫਲੈੱਟ ਗੈਰ-ਸਮਾਜਕ ਵਤੀਰੇ ਦੇ ਬਾਰੇ ਹੈ।

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte? Zaškrtnite okienko vedľa jazyka alebo formátu ktorý potrebujete a zašlite na nižšie uvedenú adresu.

Tento leták je o protispoločenskom správaní.

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Dabeecadda Bulsho-diidka ah.

Urdu

کیا آپ کو یہ دستاویز کسی دیگر زبان یا شکل میں مطلوب ہے؟ اپنی مطلوبہ زبان یا شکل کے سامنے والے خانے میں نشان لگائیں اور ذیل کے پتے پر بھیجیں۔

یہ کتابچہ سماج مخالف برتاؤ کے بارے میں ہے۔



Tel: 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG

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Anti-Social Behaviour

*safe and friendly
neighbourhoods*



THE ACCORD GROUP



Anti-Social Behaviour

This leaflet explains the Service Standard that you can expect from us in tackling Anti-Social Behaviour (ASB).

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means listening to you about any concerns you have. We aim to deliver **Excellence Through Innovation** and will use new ways and technology to deal with issues affecting neighbourhoods. We want to **Make a Difference** and ensure that you are happy in your home. We are **Committed to Communities** and aim to work with you, your neighbours, and our partners to build safe, strong and friendly communities where people want to live.

If you need to report Anti-Social Behaviour you should call us on 0300 111 7000. You can also call this number outside normal office hours and you will be transferred to our dedicated ASB hotline.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



We are committed to:

- Taking early action to tackle ASB before it gets serious
- Providing an out-of-hours ASB hotline service
- Following up any out-of-hours calls the next working day
- Keeping you up to date with details of your case, at least weekly
- Reviewing our ASB policy, with our customers, every 3 years
- Providing a copy of our ASB policy on request
- Measuring our performance against this Standard and publishing the results

SERVICE STANDARDS:

In dealing with your case we will:

- Treat information with discretion and respect confidentiality
- Explain the process and ensure you know what is happening
- Always listen to what you are saying and check we have understood before we finish the conversation.
- Write in plain English and avoid jargon
- Provide translations, large print, speech or Braille formats on request
- Acknowledge in writing any documentation that you send to us within two working days

To tackle ASB we will:

- Use professional witnesses to gather evidence, if necessary
- Provide you with direct support and guidance, if you need it
- Maintain a directory of other support which is available in your area
- Ensure joint visits by housing officers and police are regularly made to your community, where appropriate

Preventing ASB

We recognise that preventing problems is better than dealing with them after they arise.

Therefore, during home visits and at tenancy sign-up we will explain to all household members the terms of the tenancy and the impact that ASB has on the quality of people's lives.

Where appropriate, we will also adopt a sensitive lettings policy in order to help minimise potential ASB.



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and

0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday