

SYHA's promises for managing anti social behaviour

We will...

Treat all reports seriously and investigate all incidents in a sensitive and consistent manner.

Offer you a range of ways to report anti social behaviour.

Acknowledge your complaint in writing within 24 hours.

Allocate you a dedicated case officer and tell you who they are.

Speak to you within 5 days of receiving your complaint or 24 hours if your complaint concerns violent behaviour or harassment.

Contact you at least every 2 weeks to keep you up to date with the steps we are taking to deal with your complaint.

Tell you what we have done to deal with the problem or explain to you why we are unable to take action.

Contact you within 2 weeks of closing your complaint to ask for your views on how we handled it.

Offer support to complainants and witnesses.

Give you information about any specialist agencies that could offer you additional support.

Work in partnership with local authorities, the police and other agencies to tackle and prevent anti social behaviour.

Clearly explain SYHA conditions of occupancy to all customers when they move into their new home.

Advise those accused of causing problems of the consequences of anti social behaviour.



Building Homes
Creating Communities
Supporting People



SYHA
43-47 Wellington St
Sheffield
S1 4HF

Version 1 02.11

0114 2900 200
www.syha.co.uk

