



How we are using learnings from customer feedback to guide our action on anti-social behaviour

You said	We have
I would really value and appreciate home visits from my Neighbourhood Officer.	We have reintroduced face-to-face meetings. We stopped doing these during the COVID pandemic, because we had to, and we welcome that you'd like us to introduce them again.
I would have preferred ongoing contact by phone or letter.	When your case owner gets in touch with you, together, you will agree how you would like to be contacted going forward.
There was not sufficient understanding about my vulnerability and disability.	<p>When you contact us to report ASB, we will ask you two questions about vulnerability and disabilities in your home:</p> <ul style="list-style-type: none"> • What impact is the anti-social behaviour having on you and other members of your household? • Do you consider you or anyone in your household to be vulnerable or disabled? <p>We ask these questions so that we can accommodate any additional support you require going forward and so that we are aware of any vulnerability and disability in your home.</p>
I have concerns about the position of my neighbour's CCTV cameras.	We have updated our estates and neighbourhoods webpages. They now contain lots of information about CCTV cameras and video doorbells, which you can view here .
You should be more transparent regarding the legal	We have updated our ASB webpage , which you can view here. This now



advice you have received and the resulting action you will take.	includes a FAQ section and two case studies so you have more insight into how we work with anti-social behaviour.
You did not log my ASB case because the perpetrator was not a SYHA customer.	We changed how we work and now log all cases of ASB whenever a SYHA customer involved.
I was unsure how frequently you would contact me about the ASB complaint I made.	From you first contacting us, we will contact you every 10 working days from that date as a minimum. We will also discuss your preferred method of contact.