

CONTACT DETAILS

Local Area Housing Offices

Opening Hours

Monday - Friday 9am - 5pm

(First Thursday of each month offices close at 2pm)

For all out-of-hours emergencies please call the Control Centre on Tel: 01493 330369.

Yarmouth and Rural North

Greyfriars House, Greyfriars Way,
Great Yarmouth, Norfolk
NR30 2QE

Estate management: Tel: 01493 846490/1

Repairs: Tel: 01493 846381

South Yarmouth Area Housing Office

King Street,
Great Yarmouth, Norfolk
NR30 2PR

Estate management: Tel: 01493 857965

Repairs: 01493 857945

Gorleston Area Housing Office

46-50 Magdalen Way,
Great Yarmouth, Norfolk
NR31 7DA

Estate management: Tel: 01493 443004

Repairs Tel: 01493 440446/7

Repairs line (contact centre)

Tel: 01493 846381

Tenant Participation

Tel: 01493 846115 or 01493 846521

Community Housing Support Services...

Telephone: **01493 846219**

**Greyfriars House,
Greyfriars Way,
Great Yarmouth
NR30 2QE**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us at the above address.

Jeżeli życzą sobie Państwo otrzymać poniższy dokument dotyczący zmian w innym języku lub formacie, lub gdy potrzebujecie Państwo pomocy tłumacza, prosimy o kontakt w tej sprawie.

Se desejar obter este documento noutra idioma ou formato, ou se necessitar dos serviços de um(a) intérprete, por favor contacte-nos.

Jei šį dokumentą norėtumėte gauti kita kalba ar formatu, ar jei jums reikia vertėjo paslaugų, prašome su mumis susisiekti.

Ref: Service Standards -
2) Anti-Social Behaviour v1



Service Standards

Anti-Social Behaviour



March 2010



Great Yarmouth Community Housing does not tolerate anti-social behaviour and will take timely, effective and consistent action to tackle all forms of it at the earliest possible opportunity. When doing so we will ensure our response is reasonable and proportionate to the seriousness of the problem. We expect tenants and residents to behave in an acceptable manner at all times.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.

The standards are monitored by the Service Delivery Working Groups where tenants and GYCH staff meet to improve services.

If you would like to be involved from filling out questionnaires to being interested in joining a Service Delivery working Group, the Tenants Forum or the Community Housing Board, please contact the Tenant Participation Team

Anti-Social Behaviour Standards

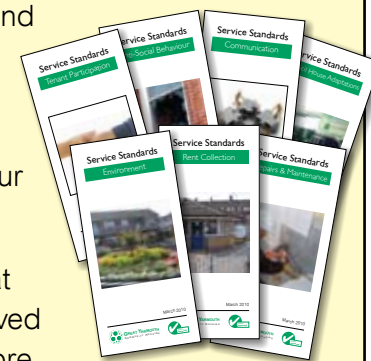
We will

- revise the Anti Social Behaviour (ASB) policy and procedures by April 2010.
- Inform all new tenants of the conditions of the tenancy agreement by October 2010, including information on bin collection day
- respond within one working day of receiving complaints of serious ASB e.g. hate crime
- respond within 5 working days of receiving complaints of nuisance, harassment or other antisocial behaviour.
- update you on how your case is progressing every two weeks
- provide complainants with lead officer details at the beginning of the investigation
- continue to work with other agencies to provide support to families and individuals where ASB is a concern.

Great Yarmouth Community Housing want to know what you think about the services we provide. We want to do things better and you are the best people to tell us how we can improve our services.

We believe that the more involved you are the more satisfied you will be with the services that you receive from us.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.



Anti-social behaviour and neighbourhood nuisance are general terms used to describe a whole range of behaviour that upsets tenants. They cover issues like noise, graffiti, harassment, violence, drugs and other

criminal activity. Most people agree what constitutes criminal behaviour which is capable of causing nuisance or annoyance to any person lawfully living or going about their business anywhere.