

When we deal with anti-social behaviour



Our customers and their neighbours are entitled to quiet enjoyment of their homes. We will take action to stop anti-social behaviour that affects their peace, safety and security.

These are our promises when we deal with anti-social behaviour.

We will ALWAYS

- ✓ take every report of anti-social behaviour seriously and respond within three working days
- ✓ respond in one working day to dangerous or severe situations
- ✓ always offer to discuss your concerns in private, and offer to visit you at your home
- ✓ investigate all reports of anti-social behaviour and collect evidence we can act on
- ✓ use the full range of the law to deal with nuisance
- ✓ offer you support if you want to give a statement
- ✓ advise you of the best course of action and explain what we are going to do
- ✓ ask our tenants causing a nuisance to stop. If they carry on we will formally warn them that they risk losing home. If we need to, we will carry out our threat
- ✓ work with other people, such as the Police or Council, where we can
- ✓ write to you to tell you what we have done

We will NEVER

- ✗ tell other people what you have told us without your permission, unless the law requires us to share information
- ✗ treat anybody less favourably because of reports of anti-social behaviour

How to contact us



General enquiries

0300 123 1745

0300 numbers are cheaper to call, even calls from mobiles.
0300 numbers are only available to public sector, not for profit or charitable organisations.



Repairs hotline

0800 279 2101



Text

60066 (start your text with fch)



Fax

0121 236 9953



E-mail

friendship@longhurst-group.org.uk



West Midlands

50 Newhall Hill,
Birmingham B1 3JN

East Midlands

5 The Triangle, Enterprise Way,
Nottingham NG2 1AE

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تكايه پەيوەندىيمان پتوھ بکە

विसे ही ठेर ब्राह्मा नं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے



business for neighbourhoods



INVESTORS
IN PEOPLE



Corporate member of
Plain English Campaign
Committed to clearer communication.

280



A member of
Longhurst
Group