

# When we deal with anti-social behaviour

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

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

Our promises to you

# How to contact us...

## *West Midlands*

**50 Newhall Hill,  
Birmingham  
B1 3JN**

### *Telephone*

**0121 506 2800**

### *Fax*

**0121 236 9953**

## *East Midlands*

**5 The Triangle,  
Enterprise Way,  
Nottingham  
NG2 1AE**

### *Telephone*

**0845 608 8110**

### *Fax*

**0115 986 0050**

## *Internet*

**enquiries@fch.org.uk**

**www.fch.org.uk**

## *Repairs hotline*

**0800 279 2101**

**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 شئووزىكى تر ، تڪايه پەيوەندىيىمان يېتۈە بکہ  
ويسە لى ۋەر ۋاھما ناں تۇپ لىغى ۋىرەپا ۋرەكە ساڭە ئال سىپەك ۋرە |

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  
كسى دىگىزبان يا شكل كے ليے برائے مہربانى ہم سے رابطہ كيجیے

*Our promises to you*