

## SERVICE STANDARDS

### What you can expect from our **ANTI-SOCIAL BEHAVIOUR SERVICE**

**If you are concerned for your safety call 999**

#### *We Will:-*



Act promptly to prioritise our cases and respond to you within 1 to 5 working days.



Advise you about the course of action we will take.



Take prompt action if we need to involve another agency and tell you if we have.



Communicate with you whilst we work to resolve the issue, explaining what is happening at every stage.

***To talk to us in confidence about Anti-social Behaviour***

***Telephone: 01858 414500***

***And ask to speak to your Area Housing Officer***

***Or email: [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)***

**If you are concerned for your safety call 999**

**Deborah Bennett**  
**Executive Director**

**Sarah Conway**  
**Chair of the Board**

**Dated 1st March 2010**