

# You said

## We did

# Anti-social behaviour

January 2024

In January 2024, our tenant scrutiny panel conducted a deep dive into how we handle anti-social behaviour complaints. Here are their recommendations, and what we're doing about it.

## What you said

## What we're doing

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| When meeting with vulnerable people, advise that a chaperone can be present to assist the individual.                                                                                                                                                                                                  | We updated our letters and guidance so that customers who may need additional support are offered the option to have someone with them during meetings.                                                                           |
| Highlight cuckooing issues via the website and social media to bring attention to tenants to enable them to recognise signs of victims.                                                                                                                                                                | Cuckooing has been added to April Bulletin article and website.                                                                                                                                                                   |
| Highlight via the website and social media 'Operation Banger' (a Merseyside Police Bonfire Night initiative) promoting the good work being conducted with partners during October/November.                                                                                                            | We worked with local partners to tackle anti-social behaviour, supported youth outreach activities, promoted community events, and gave customers more opportunities to share their views and access support.                     |
| Panel members suggested that SLH demonstrate successful ASB outcomes on the website to encourage tenants to come forward with their concerns and issues. This could include the use of videos highlighting what classifies as ASB and what to do if ASB is caused by someone who is not an SLH tenant. | Successful outcomes have been added to articles in April tenant Bulletin and the website. Video now on website and we will be producing more videos on ASB and Neighbourhood Management in July and August to promote new policy. |

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## What you said

## What we're doing

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| Panel members asked that it be communicated to customers that children playing football in the street be supervised due to dangers and damage to property this may cause, and also ask that dogs be kept on a leash. | We created new guidance and information for customers, including advice on pets, shared spaces, anti-social behaviour and being a good neighbour. We also share this support directly with customers when it's most relevant to their situation. |
| Panel members asked that littering and rubbish dumping be highlighted on social media and in newsletters.                                                                                                            | We updated our Neighbourhood Policy and created new guidance to help customers understand their responsibilities. We also shared information about fly-tipping, dog fouling and caring for shared spaces.                                        |
| Panel members suggested that references be requested prior to tenancy agreements being completed to help identify those with previous ASB issues                                                                     | We continue to carry out checks before allocating homes and starting tenancies to help make sure customers can successfully maintain their tenancy and meet their responsibilities.                                                              |



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