



Community services

- Maintaining neighbourhoods
- Dealing with anti-social behaviour
- Tenancy support
- Resident involvement



Community services

Maintaining neighbourhoods

We are committed to making your neighbourhood a clean, safe and attractive environment for you to live in.

We welcome your assistance with this and actively support residents who want to take a more active role in their community in tenant groups or as a Neighbourhood Champion. Please contact the **Resident Involvement Team** for more information on getting involved by calling **01707 357 796** or emailing **residentinvolvement@welhat.gov.uk**.

We visit our estates regularly to check for littering and fly-tipping, dog mess, graffiti, vandalism, abandoned vehicles and illegal parking.

During our visits we also check the grounds surrounding the blocks of flats that we manage to ensure these areas are being maintained in accordance with the standards we set and report any issues that may need attention or are a health and safety issue.

A thorough inspection of all our blocks of flats is carried out at least every six months.

Communal areas

Everyone is responsible for keeping communal areas clear of personal items and rubbish.

Communal areas are spaces everyone has access to and can include:

- entrance halls
- corridors
- under stairwells
- shared grounds
- drying areas



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WHBC does not allow items to be left/stored in communal areas. This is to:

- ensure routes of access and exit in the event of an emergency are clear and safe
- minimise the risk of trip hazards generally and in the event of a fire
- reduce the risk of a fire starting or spreading within communal areas

This means we will not allow any personal items belonging to residents, or their visitors, to be left/stored in communal areas. We will remove them immediately if they are deemed high risk, or after a notice period if they are not removed by the owner upon request.

Storing items in a communal area is a breach of your tenancy and you may be charged for the removal.

Repairs in communal areas should be reported to **Housing Maintenance** by calling **0800 111 4484** or emailing **housingmaintenance@welhat.gov.uk**.

Anti-social behaviour

Anti-social behaviour (ASB) is persistent and unreasonable behaviour that could cause alarm or distress to one or more people in another household.



We take all reports of anti-social behaviour seriously and will work with you to resolve problems and prevent them happening again.

We use a victim-centred approach and consider the impact of ASB, not just the seriousness of it.

If you are a tenant, you are responsible for your behaviour and the behaviour of:

- anyone who lives with you, including your partner, spouse and children
- anyone who visits or stays with you
- any pets belonging to you

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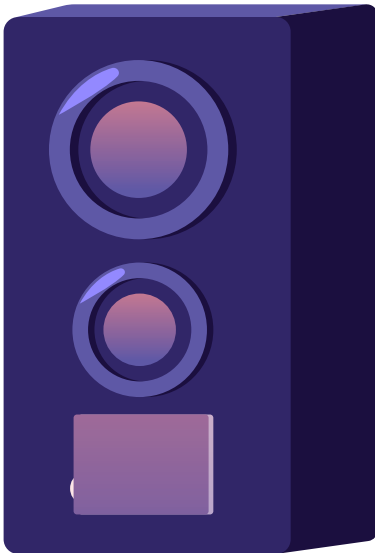
Examples of ASB

We will establish whether a report is ASB based on the behaviour, the impact and context of each case. Behaviours that we consider to be ASB can include:

Personal ASB: behaviour targeted towards a particular individual e.g. violence, threats of violence, hate crime, abuse etc.

Community ASB: behaviour that affects a number of people in the community e.g. noise, animal nuisance, drug or substance misuse, damage to property.

Environmental ASB: behaviour such as littering, fly-tipping, dog fouling etc.



Domestic abuse

Domestic abuse is an incident or pattern of incidents of controlling, threatening, degrading or violent behaviour, including sexual violence, by a partner, ex-partner, family member or carer.

If you are experiencing domestic abuse, we can help you to access the support you need, and to resolve any housing-related concerns.

Taking Action

We have a range of responses available to tackle ASB and will take whatever action is proportionate to the issue. Some of the things we take into consideration when deciding what action to take include:

- seriousness
- persistency
- harm caused to the victim or community
- vulnerability
- whether the perpetrator is co-operating
- whether previous action has been taken and how effective it was

Some problems can be solved through agreement or mediation. Where we do intervene, verbal or written warnings may be given.

More serious cases may require legal action and we will consider all options available to us.

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In the most serious cases and when there is no alternative, if the perpetrator is a council tenant, we may seek to evict them from their home.

Supporting victims

Suffering from ASB is an unpleasant experience. We work closely with the police and other partners to give victims of ASB practical and personal support. This may include:

- offering a variety of channels through which to report ASB
- managing expectations fairly and early in the case
- ensuring the complainant has a point of contact
- agreeing a realistic action plan
- conducting regular case reviews

Reporting anti-social behaviour

There are several ways you or your representative can report anti-social behaviour:

Phone **999** for serious incidents or if a crime is about to happen.

Email: **asb@welhat.gov.uk**

Telephone: **01707 357 000**



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The service is for residents who need support and help because they may be at risk of losing their tenancy, or their quality of life is affected.

Our trained Tenancy Support Team will work with you to help you regain your independence and fully manage your tenancy. We can offer help on a wide range of issues for up to two years, though in most cases support is provided for a shorter period.

We work with you to agree an action plan, setting out what support is needed and how it will be provided. All clients receive the support on a voluntary basis and are expected to engage in all aspects of the agreed action plan.

We can support you to:

- set up your home
- keep a tenancy or licence if you're at risk of losing it
- manage money and benefit claims
- get help with jobs and training
- access local community and support organisations to develop a social life
- get advice on debts and payment of utility bills
- find emotional support and advice

- manage your personal safety and security, including behaviour management

If you need support to manage your tenancy, please contact your **Neighbourhood Officer** on **01707 357 796** or email **neighbourhoods@welhat.gov.uk**.

Resident involvement

We offer a variety of ways for you to get involved with the council to help shape our housing services and make your neighbourhood an even better place to live.

Residents Panel

This is the highest level of involvement for tenants and leaseholders. They work in partnership with the council, acting as a 'critical friend', monitoring our performance and holding us to account.

Virtual Panel

A group of residents who give feedback on key policies and strategies when required, usually via email.

Community services

Neighbourhood Champions

Our Neighbourhood Champions are community spirited residents who want to make a difference to where they live. They work alongside us to help make their neighbourhoods cleaner, greener and safer.

Tenant Satisfaction Measures Survey

As your landlord, we want to know where we're doing well and where we can do better. The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing to show how providers of social housing in England are performing.

We are required to carry out a TSM survey every year, so if you receive a request to take part, please help us by giving your views.

Get involved

Other ways to get involved are also available. You can choose your level of involvement.

If you would like to find out more about the opportunities we offer, see our website **www.welhat.gov.uk** or contact the **Resident Involvement Team** on **01707 357 796** or email **residentinvolvement@welhat.gov.uk**.

