

London Borough of Hillingdon ASB Service Standards for Council Tenants & Leaseholders

Jan 2025



HILLINGDON
LONDON

www.hillingdon.gov.uk

Housing Anti Social Behaviour (ASB) Service Standards

- **Reporting:** We will make it easy and assessable for our tenants/Leaseholders to report ASB and we will take complaints seriously.
- **Response:** We will respond to High-Risk cases (Risk to Life/Hate Crime) within 24 hours of receiving your report. We will respond to all other reports within and 5 working days.
- **Risk Assessment:** We will risk assess all victims, jointly agree and provide an action plan and keep tenants/leaseholders informed about their case.
- **Support:** We will provide support and advice to victims, their families, and witnesses.
- **Prevention:** We will work with local partners to prevent ASB and keep communal areas clean and safe.
- **Security:** We will consider additional security measures for tenants/leaseholders who have experienced ASB.
- **Transparency:** We will publish documents that outline the types of ASB that can be addressed, and what information is needed from tenants/leaseholders.
- **Investigation:** We will Investigate complaints, speak to neighbours, and interview relevant parties.
- **Mediation:** We will offer mediation between parties and draw up "good neighbour agreements".
- **Actions:** We will use all informal and formal/legal remedies where appropriate to abate and tackle ASB.
- **Engagement:** We will engage tenants/leaseholders for feedback, scrutiny and service delivery improvements
- **Confidentiality:** Treat reports sensitively, and only share information with permission unless there are serious safety concerns.

Governance			
Effective from:	29/01/2025	Review Date:	29/01/2028
Policy Owner:	Head of Housing Management		
Policy Author:	Head of Housing Management		
Approved by:	Cllr Tuckwell – Cabinet Member for Residents’ Services		
Version Number:	1.01		