Maximising Tenant Satisfaction and Encouraging Realistic Expectations when Responding to Anti-Social Behaviour: Effective social housing casework and communication

Key Questions and Discussion Points

1. Tenant satisfaction – What are you currently measuring? Tenants’ satisfaction with how the case was dealt with or with the outcome of the case? Are you also measuring the impact of ASB on the lives of your tenants?

2. Encouraging reporting? Should you be encouraging tenants to resolve minor disputes among themselves – thereby reducing the number of incidents reported?

3. Method of communication – are you offering choices to complainants about how they’d like to be kept informed (telephone, email, letter)?

4. Case closure - Should you always visit the complainant to confirm the closure of a case?

5. Victim support – Is your local Victim Support offering support to victims involved in civil law proceedings as well as criminal proceedings?

6. Peer support - are other tenants involved as peers in supporting victims and witnesses of ASB?

7. Mediation – are you considering the use of ‘mediation assessment’ (individual visits to complainants to discuss and resolve the dispute, dispensing with the need to wait for a final face-to-face meeting between the parties)?

8. Restorative Justice – are you considering using restorative approaches to bring together tenants in long-standing dispute, helping them realise the impact of the dispute on each other and forging an alliance to move beyond the issues of conflict?

9. Acceptable Behaviour Contracts and Agreements – are you considering offering a reward for complying with the terms of an agreement, particularly where rewards can be matched with the aspirations of young people involved?

10. Dogs – are a major and consistent cause of complaint – what pro-active interventions and projects are you planning to tackle the issue?