

New anti-social behaviour service trial

DCHA and Tor Homes have teamed up to launch a new anti-social behaviour (ASB) reporting service for our residents in Devon and Cornwall

The service called ASB Respect Line, which will be provided by midlands-based Trident Housing Association and their partners Platinum Options, will run on a trial basis between 1 December 2008 and 28 February 2009.

Residents experiencing anti-social behaviour problems on our estates will now be able to telephone their complaint after normal office-hours on 01392 814535.

DCHA Neighbourhood Support Officer, Mark Hall, said: We are hoping this innovative approach will give our residents the support they deserve in coping with ASB. From 1 December, we will be providing 24/7 coverage which will help those who are frustrated or frightened by events going on in the street or even next door.

The new service will enable complainants to call at the very moment they are experiencing anti-social behaviour. The staff at Trident/Platinum are very experienced, with ASB Respect Line already covering areas as diverse as Birmingham, Gloucester, Luton and Bedford.

As well as taking details of complaints, the Respect Line staff may also witness incidents (in the case of noise nuisance) and report serious incidents direct to the emergency services.

Tor Homes Tenancy Enforcement Manager, Julie Bingham, said: Although this is only a trial run, we are confident that ASB Respect Line will prove a valuable asset in our campaign to improve the quality of life for all of our tenants.

After the trial period, our Active Community Tenants (Act) network will be consulted on whether we continue to provide the service or not. Members of Act will look at how often the service was used during the trial period and whether it is effective or not.

