

Our anti-social behaviour service promise

We want you to be proud of your home and your neighbourhood and to feel safe and secure where you live. We understand the impact anti-social behaviour (ASB) can have on you and the community.

- If you've been unable to resolve an issue with your neighbour, make sure you report the problem to us. We'll respond to every single report of ASB within 5 working days, including if it is a high-level incident such as domestic abuse or a hate crime, within two working days.
- Communication is important and we'll give you a clear timeline of when you can expect to hear from us with updates or information about your case.
- We'll work in partnership with other agencies, like the police or local authority, to ensure a speedy and acceptable outcome, and we'll stay in contact with you to offer advice and guidance throughout.
- We'll only ever take legal action when it is both fair and the right thing to do, and there is evidence to support this.
- You can help by making sure those who live with you, or are visiting, behave with respect and consideration for your neighbours.
- Before a case is closed, we will always discuss the outcome with you.
- To find out more, read our anti-social behaviour policy which you can find here: **Aster's Anti-Social Behaviour Policy**.
- And to see how we can support you if you experience domestic abuse, our policy is here: **Aster's Domestic Abuse Policy**.

