

Anti Social Behaviour Communication Taskforce

Session 1 – Tuesday 9th
September

Welcome!

- Housekeeping

- Introductions:

Jennifer Glassford, Housing Manager, Heidi Ware, Customer Service Manager and Jenny Webb, Engagement and Insight Officer all from EHA

- Why ASB?
- Regulation
- EHA's approach to ASB

Why ASB?

Our Scrutiny Audit Panel review quarterly satisfaction, performance and risk data to identify areas that may benefit from tenant improvement

Satisfaction relating to Anti-Social Behaviour had reduced via the Tenant Satisfaction measures report summary for Q1 2025/26 – April-June:

“Slightly fewer tenants (65%) are satisfied with EHA's approach to ASB, which is down from 69% in Q4.

Approach to ASB: *As this is the lowest scoring measure in Q1, EHA may want to consider some general communications to tenants about ASB, specifically to share more about the process, and the actions it can and cannot take, as this will ensure the correct expectations are set.”*

Social Housing (Regulation) Act 2023



The Regulator for Social Housing introduced new laws, aimed to bring all landlords up to standard.

The new Social Housing (Regulation) Act received royal assent in July 2023

The new regulation includes a number of Standards that all Social Housing Providers must comply with, designed to protect tenants and improve the service they receive.

Consumer Standards



Under each standard, are a number of measures and requirements that landlords need to evidence to remain compliant:

- Neighbourhood and Community Standard
- Safety and Quality Standard
- Tenancy Standard
- Transparency, Influence and Accountability (including TSMs)

Neighbourhood and Community Standard

Anti-social behaviour and hate incidents

“Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.”

ASB at EHA

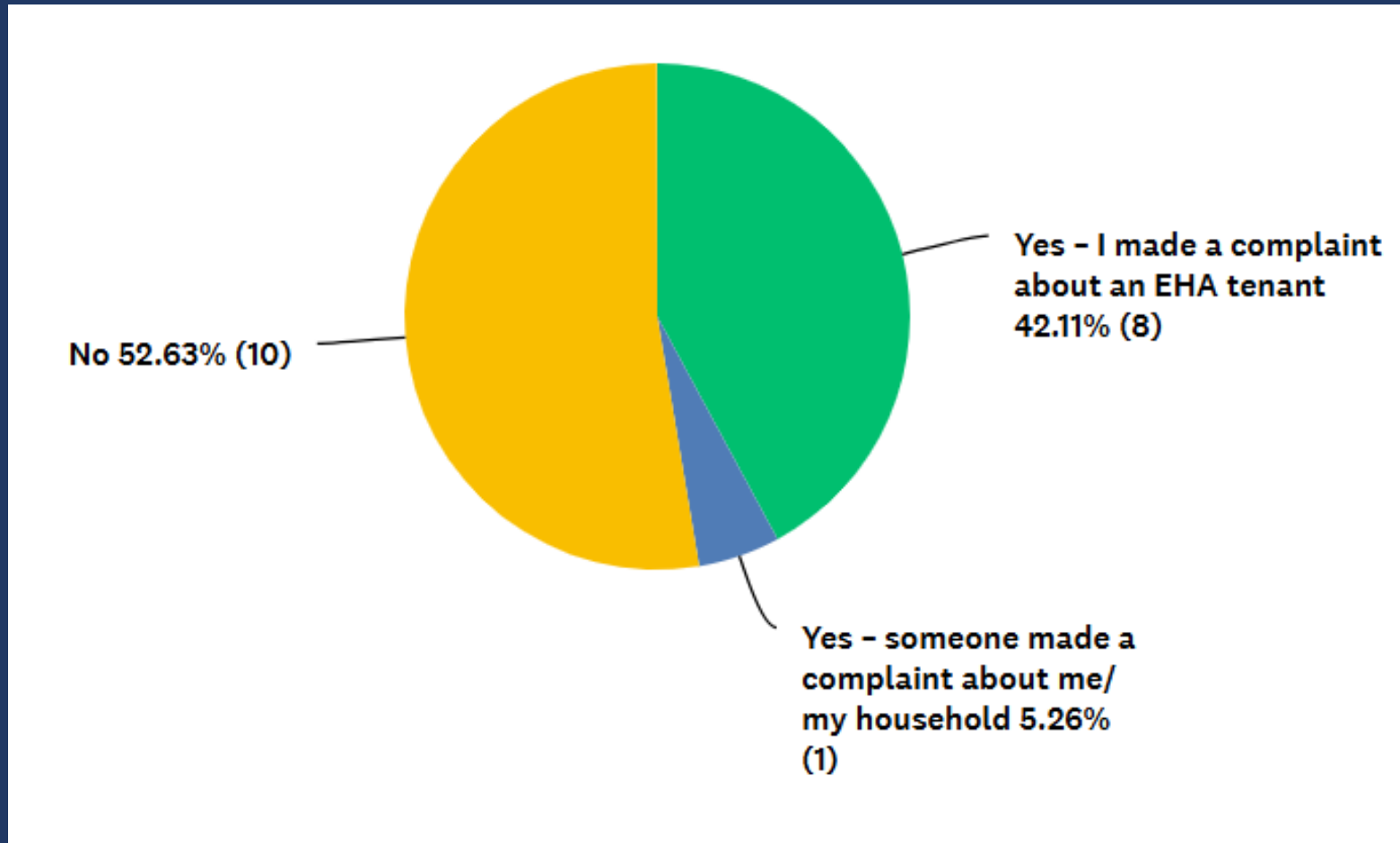
Jenny Glassford – Housing Manager

- Overview
- The team
- Partnership working
- Case numbers



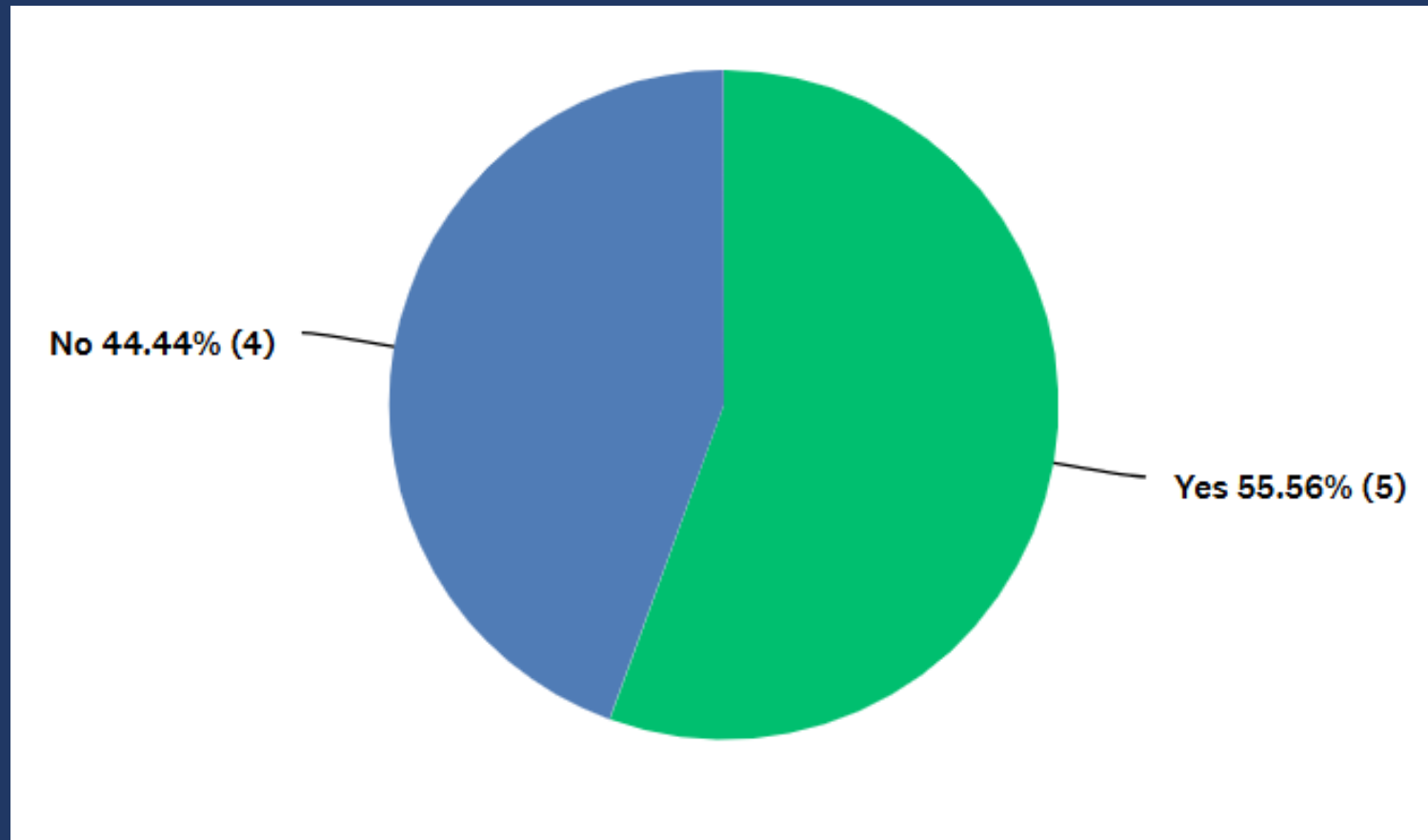
Survey Results

Have you ever had experience of EHA's anti-social behaviour complaint service?



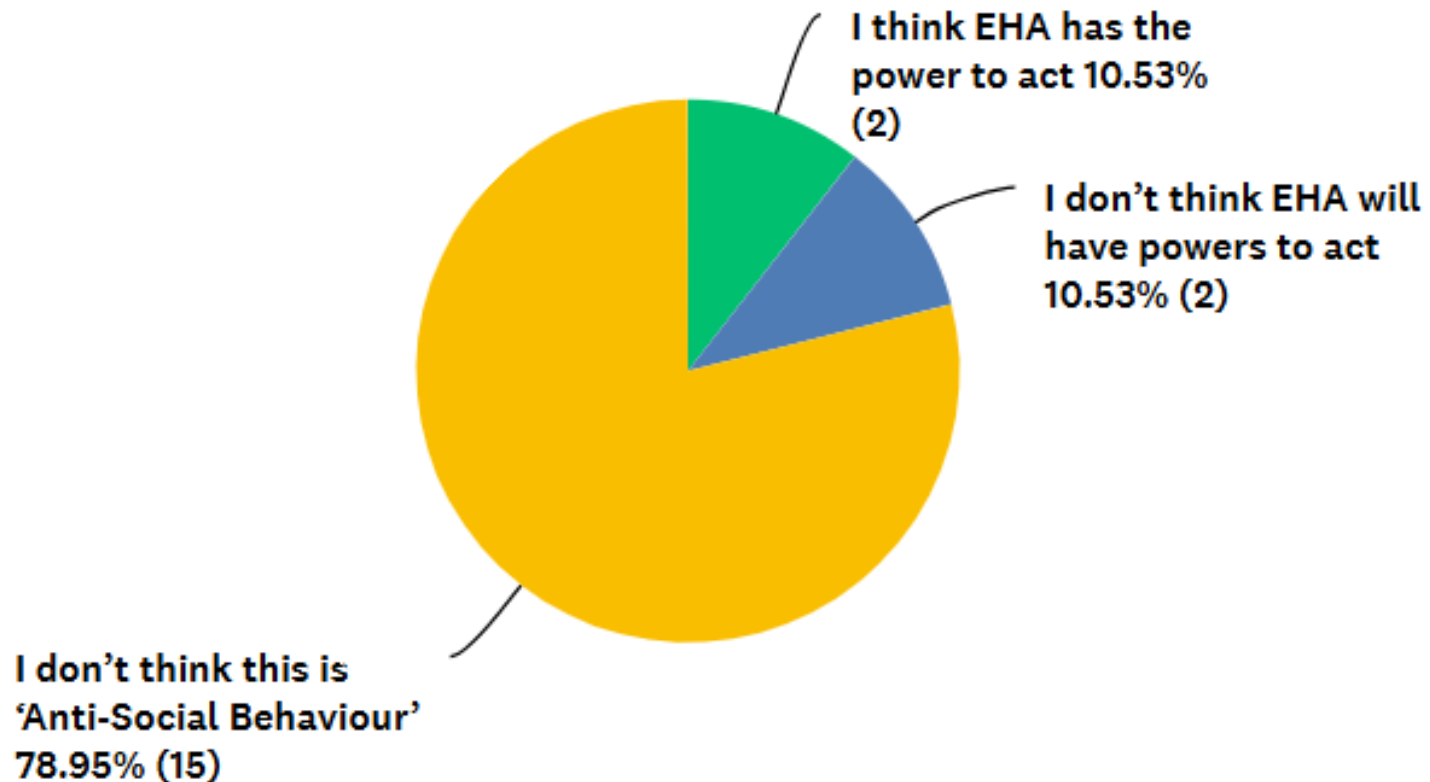
Survey Results

If yes, were you clear on what would happen with the complaint - how EHA would manage it, timescales, potential resolution?



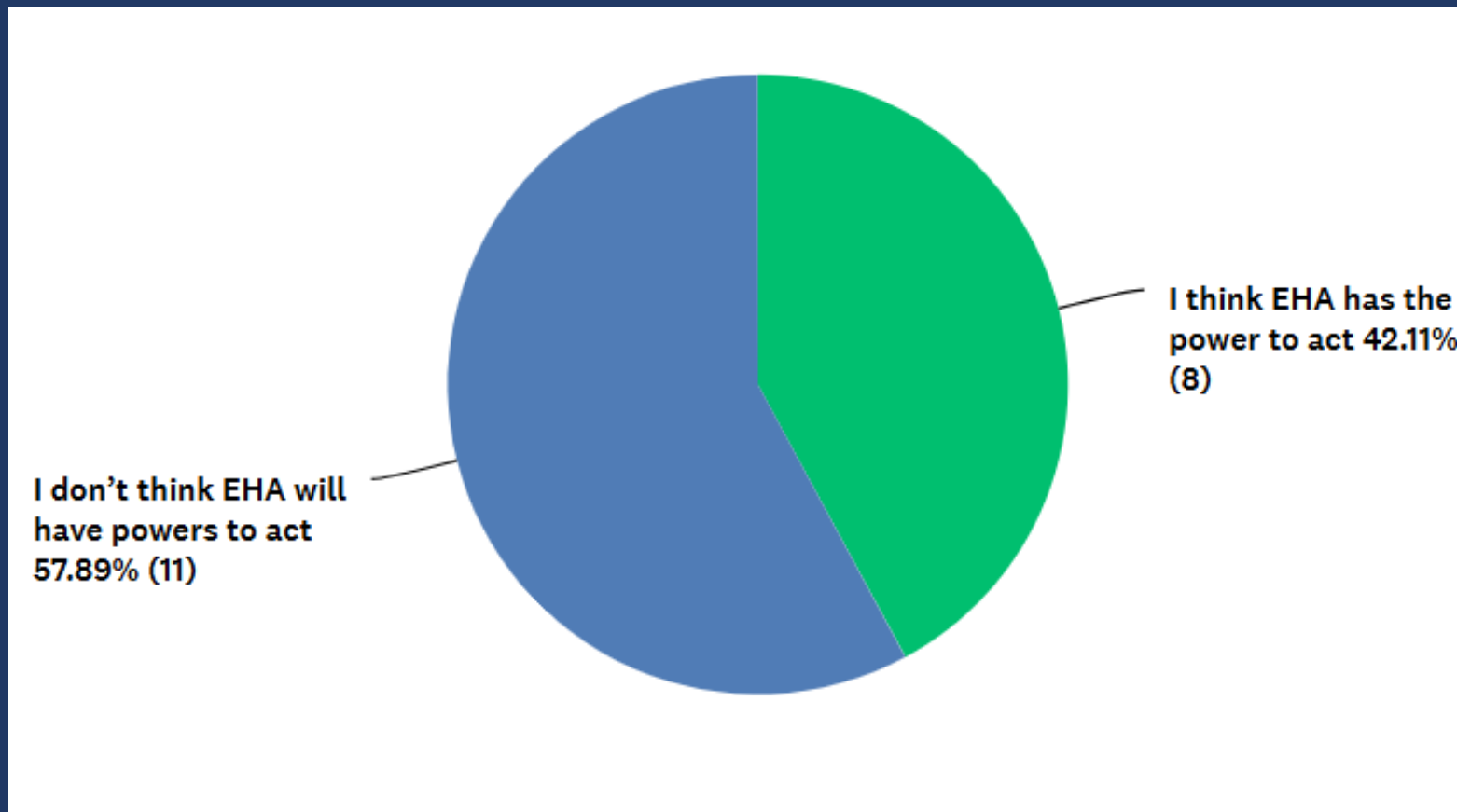
Survey Results

1. One of my neighbours (an EHA tenant) keeps parking in the place I like to park



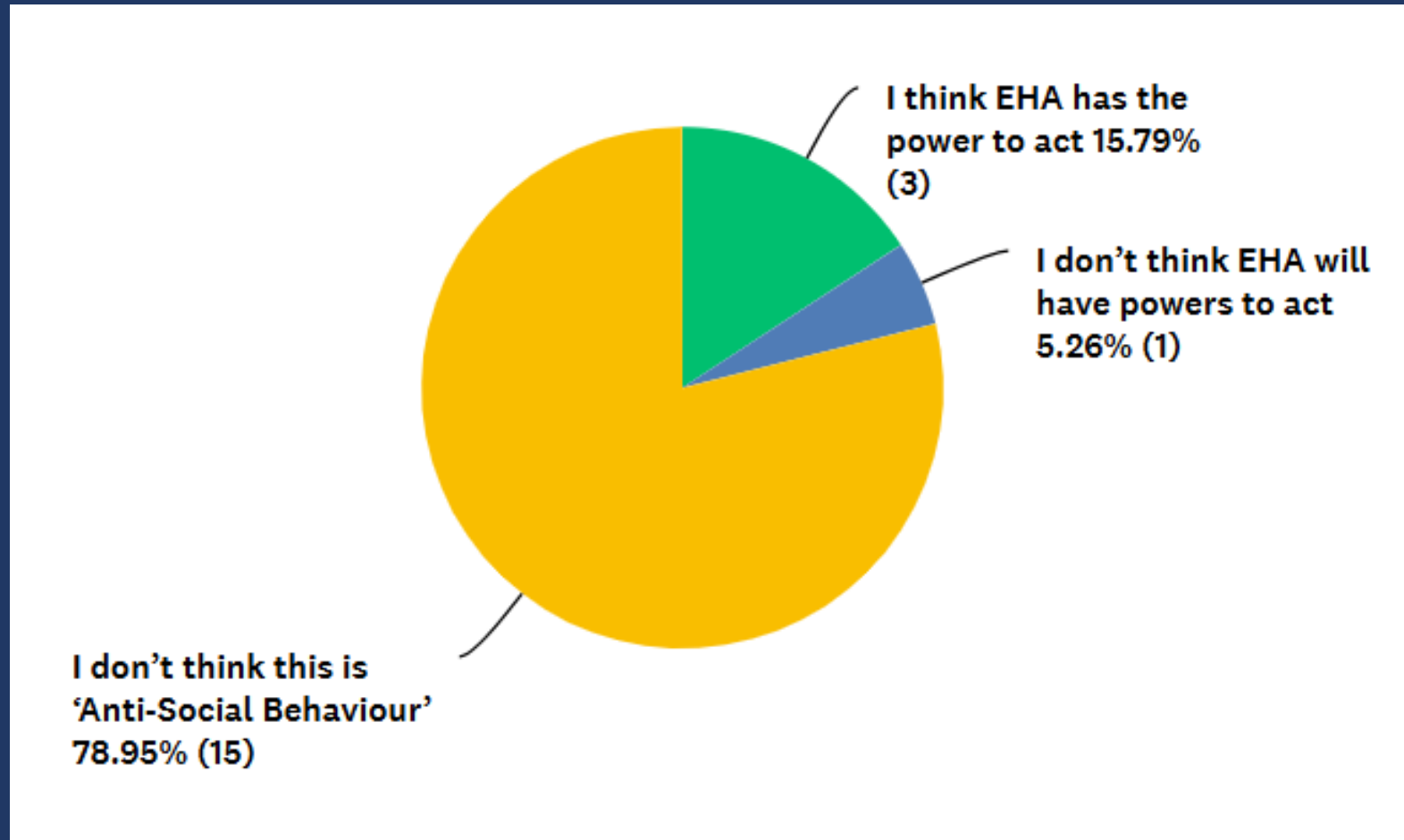
Survey Results

2. An EHA tenant across the street threatened me with violence



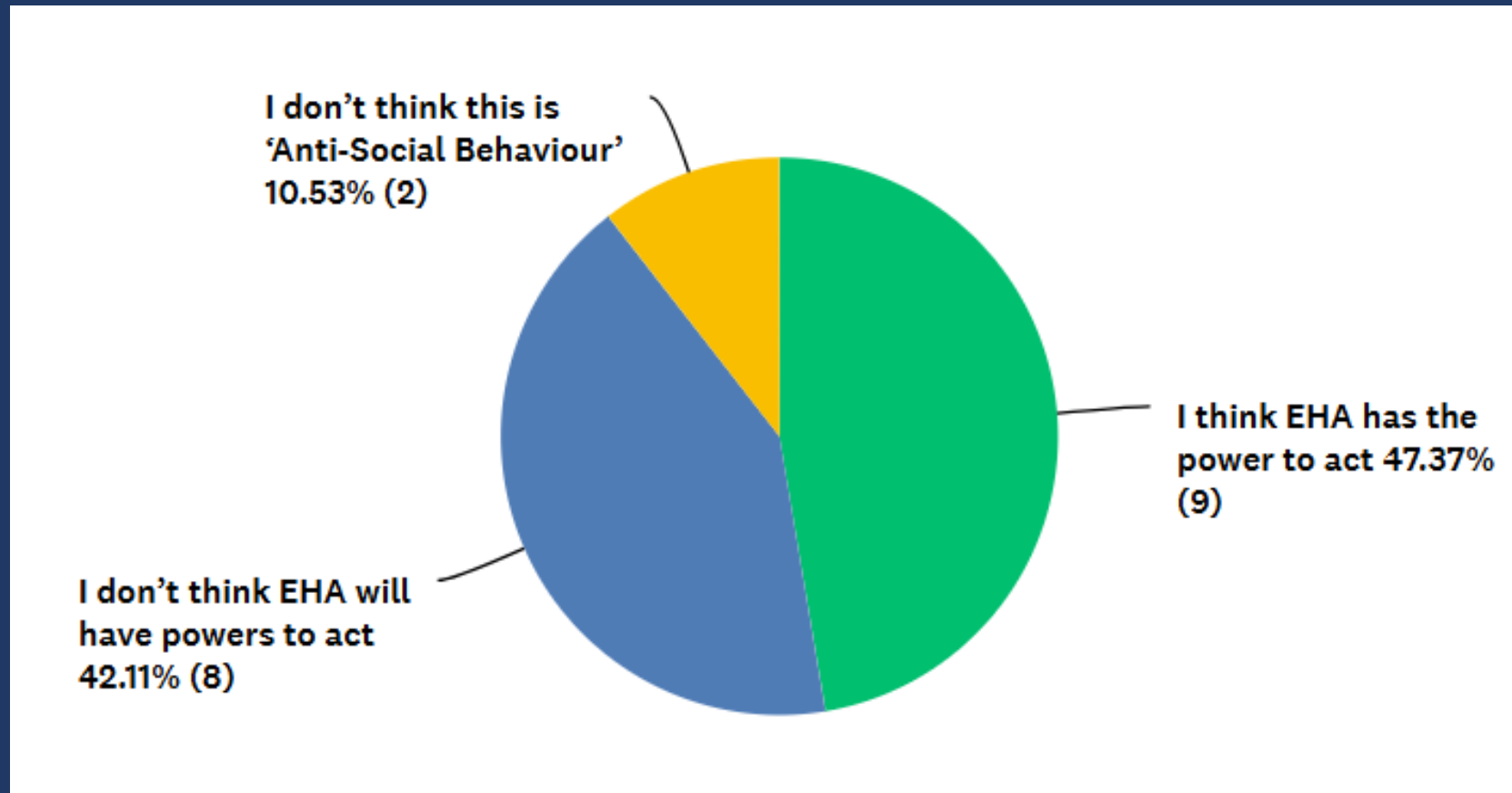
Survey Results

3. I live in a flat, and the neighbour above (an EHA tenant) uses their washing machine around 9am each day, which disturbs me



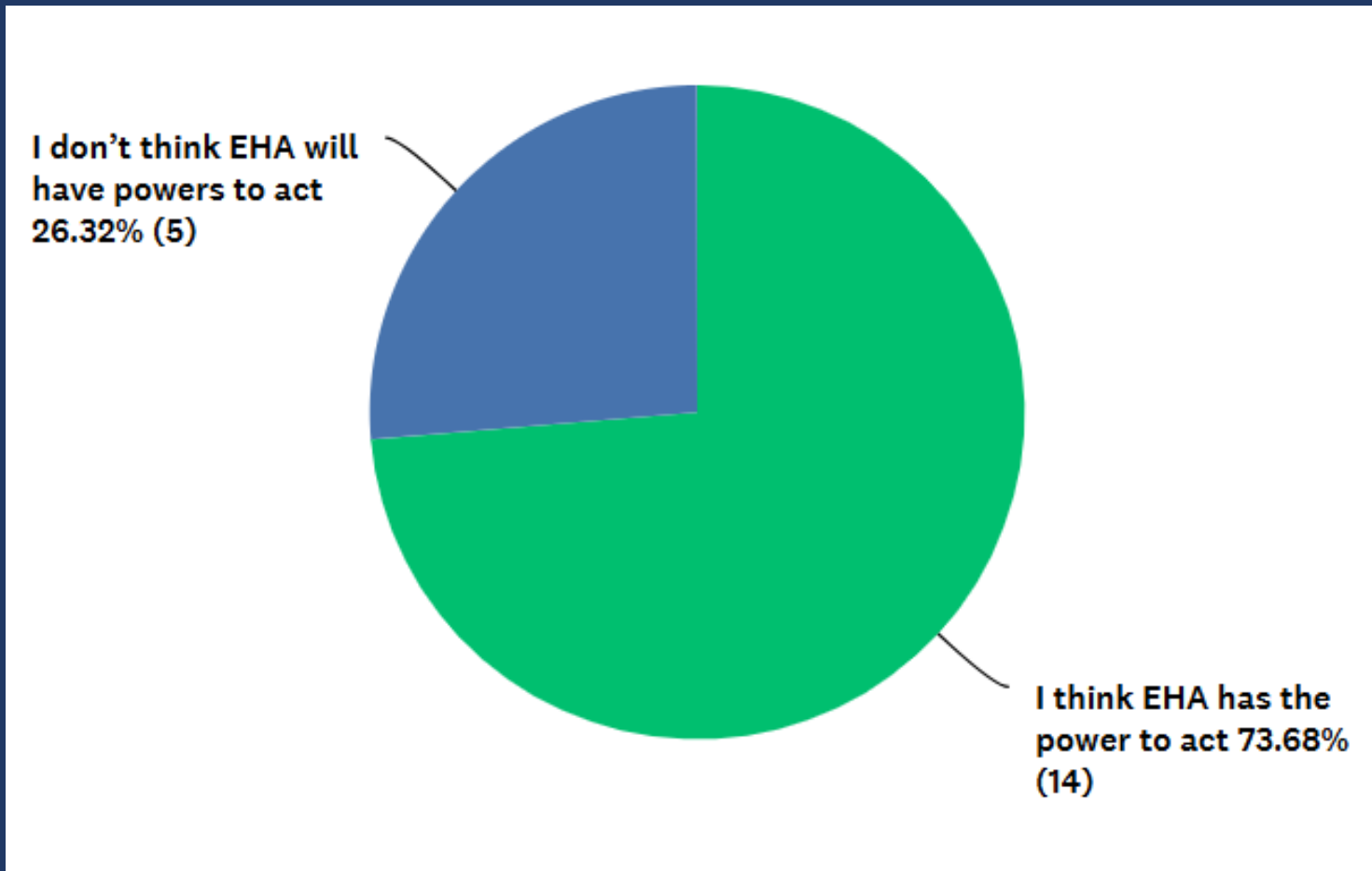
Survey Results

4. My neighbour is an EHA tenant – I think I can smell cannabis from their property



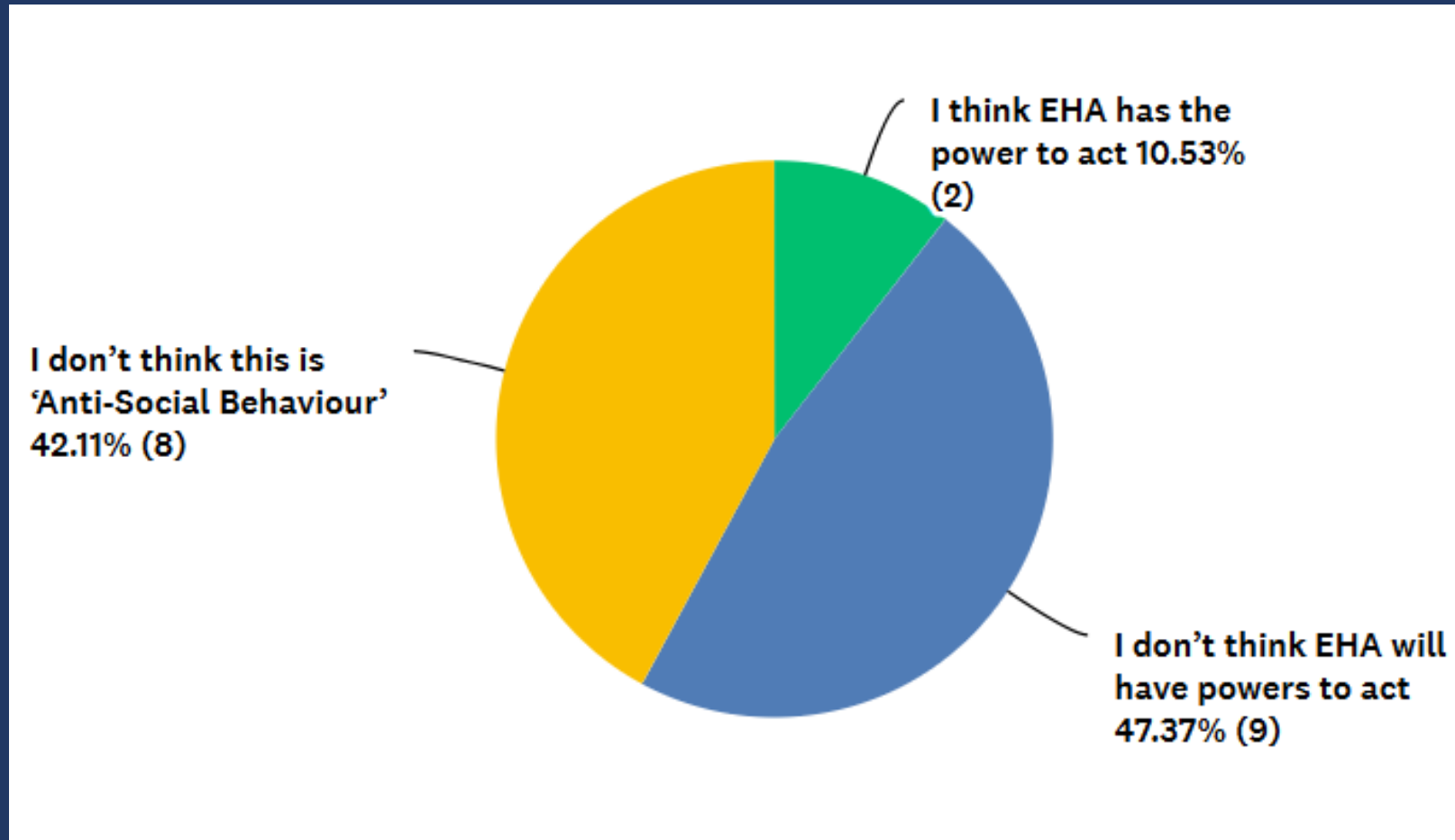
Survey Results

5. My neighbour (an EHA tenant) holds loud parties every weekend, with loud music up until 3am



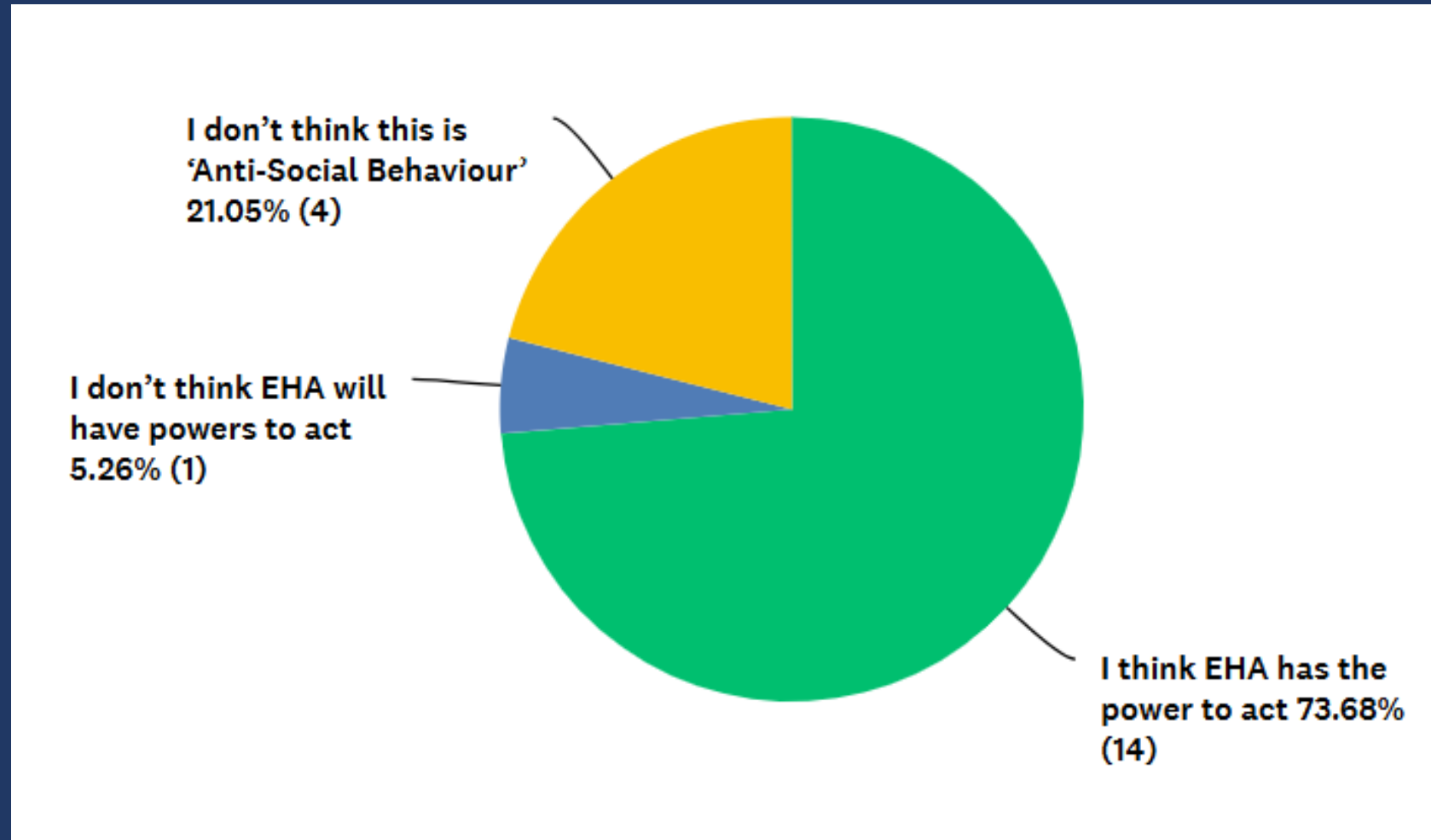
Survey Results

6. An EHA tenant down the street started an argument with me on a community Facebook post



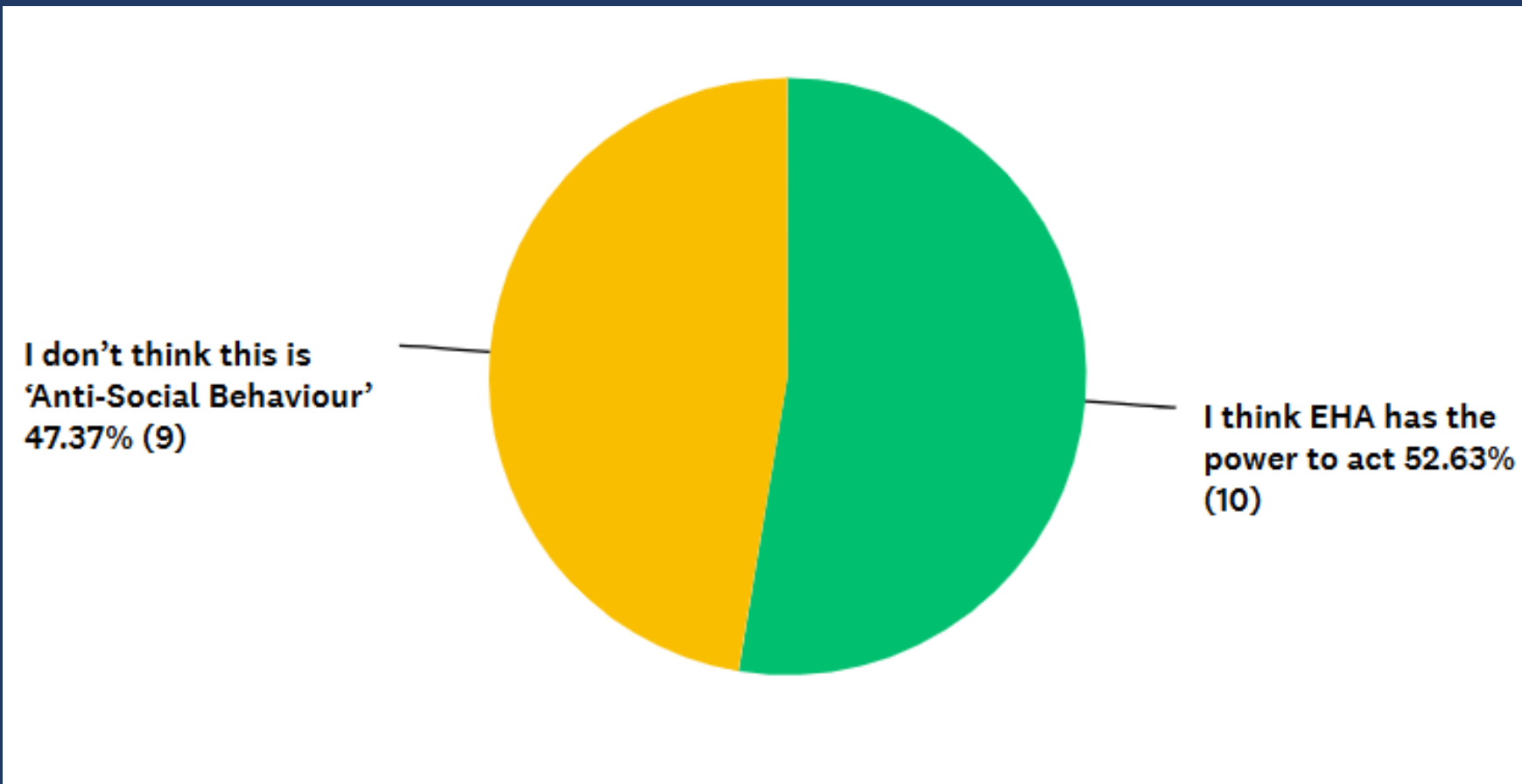
Survey Results

7. My neighbour's (an EHA tenant) dog barks constantly when they leave it at home and go to work



Survey Results

8. My neighbour's garden (an EHA tenant) is overgrown and untidy



Next steps...

- What do you think?
- Homework!!
- Important information - ideas

**Session 2 – Thursday 25th
September**

