



# Anti-Social Behaviour Local Offer (Service Standard)

This is our promise to customers on the local offer we will deliver

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Be reliable, honest and accountable in all that we do”. The standard below sets out how we intend to deliver this.

## **We will:**

- Respond to reports of ASB.
- Gather information.
- Take action to sort out cases, monitor and close cases.
- Keep complainants updated at least every 10 days regarding active ongoing cases.

## **We will make sure we deliver our promises by:**

- Sending managers reports to monitor how quickly we respond to ASB cases.
- Ask customers how satisfied they are with the service.
- Ask customers to review the ASB service to see where it can be improved.

## **You can find out about our performance:**

- In our annual performance report to customers
- On our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)
- In our bi-annual newsletter
- By joining our groups of engaged customers

If you would like to make any comments, complaints or suggestions relating to any of our local offers, please get in touch on:  
01271 312500 or email: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk).

**We'd love to hear from you.**