

## Antisocial behaviour

We are firmly committed to tackling antisocial behaviour (ASB) and harassment experienced by, or perpetrated by, our residents. We have a 'zero tolerance' approach and will use whatever solutions are available to us to stamp out problems.

We encourage anyone who is suffering from racial or other harassment, or any other form of ASB, to let us know. We will deal with complaints in confidence where necessary, and we can offer support to victims.

The tables below show the complaints we have received relating to ASB and the action we have taken this year (09/10):

### Complaints of antisocial behaviour and harassment

<b>2009 - 2010</b>	<b>April</b>	<b>May</b>	<b>June</b>
Number of new reported ASB cases	33	36	
Number of reported hate (racist) cases	0	1	
% of ASB tasks responded to within timescales	98%	97%	
Average number of days to resolve ASB cases	32	32	
Number of ASB cases closed and reopened within 6 months	2	0	
% Satisfaction of Outcome of ASB cases (survey)	55%		
% Satisfaction with the Handling of ASB cases (survey)		39%	
% Satisfaction with Support provided by THA for the ASB case (survey)		77%	
Number of evictions for ASB	0	0	