

Anti-Social Behaviour & Community Safety Policy Review You Said, We Did

The final policy has been informed by tenant feedback. We have considered over 60 responses from all surveys completed in the past 12 months and the recent policy review questionnaire.

All policy review respondents agree the policy was clear but tenants have told us we need to focus on the following:

- Improving communication at all points of the complaint
- Improving the time to respond
- Ensuring a history of the nuisance behaviour is taken into account to ensure tenants did not feel they are 'restarting' the complaint
- Be open and clear about our role in investigating a complaint, especially in low level but persistent nuisance behaviour
- Have a clear approach on prevention and enforcement of flytipping

The policy has been amended to focus on these key areas and procedures created to support staff to take the right steps.

Some other feedback received that isn't covered by this policy:

- Caredig should consider limitation of speed of disability scooters, electric wheelchairs etc within schemes, particularly indoors.

We will be reviewing our Mobility Scooter policy in 2024. We will include this in this policy.

