



Housing Services

Anti-Social Behaviour & Hate Incidents
Service Standards



MANCHESTER
CITY COUNCIL



Why Service Standards Matter for Our Residents

Service Standards are essential because they set out what residents can expect from us in a clear, transparent and consistent way.

They help to build trust by ensuring that services are delivered fairly, efficiently, and with respect valuing the needs of our residents.

By defining response times, levels of support, and communication commitments, service standards will allow residents to hold us accountable and feel confident in the quality of service received.

They also promote better outcomes by encouraging early intervention, supporting tenancy sustainment, and fostering a more inclusive and responsive housing management service.



Our Commitment to You

These service standards are developed to support the vision of Housing Services, A Place called Home, which sets out to establish and deliver a resident led housing service for residents that live in our homes and communities.

A Place called Home is made up of three key priorities:

Resident-led services, putting **you** at the heart of everything we do



High-quality housing services and **home** improvements for warm, secure sustainable homes



Welcoming, safe and vibrant **neighbourhoods**



Anti-social Behaviour & Hate Incidents

What you can expect from us...

A guide for residents on how we respond to concerns about antisocial behaviour (ASB) or hate incidents.

We're committed to providing a high-quality, respectful, and responsive service to all our residents. This guide outlines what you can expect from us when you report ASB or hate incidents.

How we respond

When you contact us, we will:

- Prioritise your report and respond within three working days (or one working day for threats or hate incidents).
- Speak with you to understand the situation and agree together on the best way forward.
- Explore whether early intervention or a formal ASB case is the most helpful approach.

Tailored support and action

We understand that every situation is different. That's why we take a personalised approach to each report.

Early support

In some cases, we may offer early support without opening a formal ASB case. This could include sending a letter to help address concerns such as:

- One-off noise issues
- Children's behaviour
- Pet-related nuisance

Opening a case

If a case is opened, we will:

- Work with you to agree an action plan
- Keep you informed throughout the process
- Investigate and gather relevant information
- Speak with others involved, if appropriate

Working together to find solutions

We aim to resolve issues in a way that promotes understanding and positive outcomes. This may include:

- Mediation or restorative meetings
- Providing advice and information
- Warning interviews or behaviour agreements
- Referrals to support services



Anti-social Behaviour & Hate Incidents

What you can expect from us...



Legal action

If informal approaches don't work or the situation is serious, we may consider legal options. We always start with the least intrusive action and keep you informed every step of the way.

Supporting you

If you're affected by ASB, we'll carry out a vulnerability risk assessment to understand your needs and ensure you receive the right support—either from our team or through referrals to other services.

Your action plan

We'll agree a clear action plan with you, outlining what we'll do and what you can expect. You'll receive a copy to keep track of progress.

Evidence gathering

We'll work with you in a way that suits you best. This may include:

- Visiting you (unless you prefer otherwise)
- Speaking with witnesses
- Using tools like incident diaries, CCTV, or noise monitoring
- Working with other agencies, such as the police or social services

Resolving Cases

We'll always start with the most supportive and appropriate response. If needed, we'll escalate actions to ensure the issue is addressed effectively.

Closing Cases

When your case is closed, we'll send you a letter explaining the outcome and invite you to share feedback through a satisfaction survey.



Monitoring our service

Each month, the Community Safety Manager reviews our response to ASB, including how long it took to respond to cases, number of cases open and number resolved.

We regularly review our performance and listen to resident feedback to improve our service. If you feel we haven't met the standards outlined here, please let us know.

How We Monitor & Measure Standards

Monitoring service standards is essential to ensure that our services remain responsive, consistent, and accountable. It allows us to track performance against agreed expectations and standards. It also allows us to identify areas for improvement and to take timely action to address any service failures. By regularly review how well we meet our service standards, we will not only uphold the quality of our service to our residents but also build trust and demonstrate transparency. It also fosters a culture of continuous service improvement across our service area

We will listen to our residents, colleagues and partners to ensure that all feedback is used to make positive changes that will drive service improvement

Performance management reviews will be utilised to highlight areas of excellence and concern to deliver continual improvements

