

Anti-Social Behaviour Pledge

Tower Hamlets Partnership

Tower Hamlets Crime and Disorder Reduction Partnership recognise that Anti-Social Behaviour is one of the community's most serious concerns, with drug dealing, youth disorder, litter and graffiti rating particularly high. ASB and perception is undoubtedly a major driver of crime and fear of crime in Tower Hamlets.

The Crime and Disorder Reduction Strategy 2008-2011 sets out to tackle all types of criminal and disorderly behaviour within the community. This is a joint initiative between the community and Tower Hamlets and all of its partners within the Police, Fire, Voluntary Agencies and Registered Social Landlords. Contact details for all the agencies signed up to this agreement can be found at the bottom.

We have set and agreed service standards for the London Borough of Tower Hamlets partnership to make sure that you are given a similar service regardless of who deals with your complaint.

If you have an ASB complaint you can call the Councils Freephone ASB Reporting line on 0800 917 5918 or contact your landlord. If you wish to report a crime, please contact the police on 0300 123 1212 (non-emergency). In an emergency always dial 999.

We will work together to reduce anti-social behaviour by:

- Committing to reduce the number of residents who feel that anti-social behaviour is a big issue in their local area.

We are committed to taking your reports of anti-social behaviour and keeping you informed of any action taken by:

- Providing you access to report anti-social behaviour, by phone, email or partner website.
- Recording your report of anti-social behaviour.
- Responding to complaints of anti-social behaviour in accordance to individual agency service standards.
- Providing you with regular updates at every stage of your case on action taken or developments by arranging a meeting, or contacting you by telephone or letter.
- And if we fail to meet the standards we have set we will always explain why it was not possible to do so on that occasion.

We will update you regularly on what is being done to tackle anti-social behaviour by:

- Informing you through our Crime and Punishment pages in local press.
- Informing you through our Safer Neighbourhood Team Panels and Newsletters.
- Informing you through our individual Social Landlords Newsletters, e-Bulletin and community meetings.

We are committed to supporting you by:

- Giving you the details of the named officer or police team who will be dealing with your case.
- Offering you clear advice and support options available to you.
- Offering you additional support and practical help if you act as a witness for us at court.

We are committed to dealing with anti-social behaviour effectively and swiftly by:

- Ensuring better working links between the Police, Council, Social Landlords and other local partners to deal swiftly with problems where the issues cannot be tackled by one agency on their own.
- Using a range of legal and non-legal remedies to deal with antisocial behaviour, taking an approach that is appropriate to each case.
- Making sure that we are using appropriate enforcement by monitoring the use of enforcement tools across all the agencies signed up to this agreement.

We want you to be satisfied with our service, if you are not satisfied we will:

- Investigate any complaints about the service we have provided according to our individual formal complaints policy.
- If you are still not satisfied after following your Landlords complaints procedure you can raise your concerns with the Housing Ombudsman by calling 0300 111 3000 or emailing info@housing-ombudsman.org.uk
- If you are not satisfied with the way your case was dealt with by the Metropolitan Police Service please call 0300 123 1212 or make a complaint at a Police Station.
- If you are still not satisfied after following the above procedures, you can contact your local Councillor to take further action.

Further Information

There are a range of additional services that individual agencies provide. Please contact the agencies below for further information and advice.

Partner Agencies



Partner Agency Contact Details

Circle Anglia

June Lewins | 73 Usher Road | Bow | London E3 2HS

Tel: 020 7204 1500 | Email: june.lewins@circleanglia.org | www.circleanglia.org

Eastend Homes

1st floor Tayside House | 31 Pepper Street | Pepper Street | London E14 9RP

Tel. 0207 5174700 | Email: enquiries@eastendhomes.net

| www.eastendhomes.co.uk

Gateway Housing

Derek Kennett | Gateway Housing Association | 409 - 413 Mile End Road | London E3 4PB

Tel: 020 870 4373 | Email: Derek.kennett@gatewayhousing.org.uk

| www.gatewayhousing.org.uk

IDS

The Estate Office | Stepney Green Court | Stepney Green | London E1 3LJ

Tel: 020 7790 3755 | asb@ids.org.uk | www.ids.org.uk

Metropolitan Police

Bethnal Green Police Station | 12 Victoria Park Square | London E2 9NZ

Crime Stoppers on 0800 555 111 | Non-emergency Tel: 0300 123 1212 |

www.met.police.uk/pledge

Mitali Housing Association

Jamal Uddin | 2nd Floor | 148 Cambridge Heath Rd | London E1 5QJ
Tel: 020 7780 2222 | Email: Jamal.Uddin@mitaliha.org.uk | www.mitaliha.org.uk

Poplar HARCA

Jamie Lock | 167a East India Dock Road | London E14 0EA
Tel: 0207 510 0593 | Email: asb@poplarharca.co.uk | www.poplarharca.co.uk

Southern Housing Group

Fifth Floor Maritime House | 1 Linton Road, Barking | Essex, IG11 8HG
Te: 0300 303 1771 | Website: www.southernhousinggroup.co.uk

SWAN

Cygnets House South | 10 Chrisp Street | Poplar | London E14 6LL
Tel: 0845 612 4700 | www.swan.org.uk

The Guinness Partnership

Francisca Egbunike | Guinness Trust, 5 the Office Village | 4 Romford Road
| Stratford, E15 4EA
Tel: 020 8 5225470 | Email: francisca.egbunike@guinness.org.uk |
www.guinnesspartnership.com

Tower Hamlets Council Community Safety

Anchorage House | Address 7th Floor | 2 Clove Crescent | East India Dock | London
E14 2BE
Tel: 020 7364 6327 | Email: antisocialbehaviour@towerhamlets.gov.uk |
www.towerhamlets.gov.uk

Tower Hamlets Homes

Claire Demmel | Estate Services and ASB | Tower Hamlets Homes | 73 Strahan Road
| London E3 5DA
Tel: 020 7364 1416 | Email: claire.demmel@towerhamletshomes.org.uk |
www.towerhamletshomes.org.uk

Tower Hamlets Community Housing

Michael Tyrrell | 285 Commercial Road | Stepney | London E1 2PS
Tel: 020 77803070 | Email: thch@thch.org.uk | www.thch.org.uk