Anti social behaviour update for tenants

2013

Published November 2013
To demonstrate our commitment to preventing and dealing with incidents of anti social behaviour, we have signed up to the new Respect ASB Charter for Housing.

This voluntary Charter, which replaced the Respect Standard for Housing Management introduced by the Government in 2006, was developed by the Chartered Institute of Housing, Housemark and Social Landlords Crime and Nuisance Group following consultation with residents and landlords and this puts a high priority on tackling anti social behaviour.

The purpose of this Charter is to improve the way housing providers deal with anti social behaviour and it is based on the following seven core commitments:

- Demonstrating leadership and strategic commitment
- Providing an accessible and accountable service
- Taking swift action to protect communities
- Adopting a supportive approach to working with victims and witnesses
- Encouraging individual and community responsibility
- Having a clear focus on prevention and early intervention
- Ensuring a value for money approach is embedded in the service

Working with tenant representatives on our Anti Social Behaviour Sub Group, we carried out a detailed self assessment against all of the items in the Charter that support each commitment, which are based on good practice. During this assessment, we were able to demonstrate how we meet these commitments and identify areas for improvement in the future.

By signing up to this Charter, we wanted to make public our commitment to providing quality services to support those suffering from anti social behaviour and tackle those responsible for it.
Introduction

The aim of this newsletter is to tell you about our approach to tackling anti social behaviour and to let you know how well we are performing against the improvement actions included in our Anti Social Behaviour Strategy.

What is anti social behaviour?

We believe that everyone has the right to live the way they want to provided that this does not interfere with or disturb others.

The term anti-social behaviour is used to describe a whole range of behaviour that upsets other people. This can include criminal activity and serious nuisance as well as less severe but frequent and annoying behaviour.

It can be quite difficult to agree on a definition of anti social behaviour as we all have different lifestyles, expectations and tolerance levels. However, we believe that every person has a right to enjoy life in their own way providing they do not adversely affect the lives of those living and working around them.

The Housing Act 1996 gives the legal definition of anti social behaviour as ‘conduct which:

* is capable of causing a nuisance or annoyance to any person; and
* directly or indirectly relates to or affects the housing management functions of a relevant landlord; or
* consists of or involves using or threatening to use housing accommodation owned by or managed by a relevant landlord for an unlawful purpose’

Examples of anti social behaviour include:

- Noise nuisance;
- Vandalism and graffiti;
- Intimidation and harassment;
- Unlicensed money lending;
- Using our properties to sell drugs, or for other unlawful behaviour;
- Littering and flytipping; and
- Untidy gardens and communal areas.
Case study 1:

Soon after he moved in, we started receiving complaints about the foul and abusive language being used by one of our tenants towards his neighbours. We issued him with a verbal warning initially and then followed this up with a written warning when his behaviour did not improve.

A couple of months later, there was a serious incident when the tenant was seen chasing a neighbour in the street whilst carrying a knife. The emergency services attended and the tenant was arrested and later released on bail. Due to the seriousness of this incident, we also served the tenant with a Notice of Seeking Possession (NOSP), which is the first step in the legal process to evict someone.

Essex Police subsequently told us that he had been found guilty of the charges that he had been arrested for and been given a conditional discharge and had a Restraining Order placed on him.

At this stage, we considered it unlikely that the court would grant a Possession Order as, if the claim was defended, there would be a strong argument that the criminal conviction and Restraining Order given was ‘sufficient’ punishment and that taking away his home may have been considered ‘disproportionate.’

We told the tenant that the matter would not be referred to the County Court but reminded him that the NOSP would remain in place for the permitted full 12 month period. This meant that any further serious breach of the tenancy could result in immediate referral to the County Court for a Claim for Outright Possession Order.

It was several months after the expiry of this notice that this tenant was brought to our attention again when we were told that the police had sealed off the street he lived in and had sent in an armed response unit following allegations that he had threatened to kill.

We later found out that he had been arrested and bailed for alleged threats to kill a gardener working in the immediate area and subsequent enquiries showed that he had threatened to pour acid on a visiting Community Police Officer and on another occasion, threatened to set his dog on a Police Constable. However, no charges were brought in connection with these incidents.
Over the next couple of months, his neighbours began providing us with detailed witness diaries about his behaviour and this resulted in a further Notice of Seeking Possession being served. Although the tenant denied any wrongdoing, there was a clear and united bond amongst his neighbours that enough was enough and the matter had to be followed through.

We also involved our colleagues working in Environmental Services to see if there was evidence of a statutory nuisance and they installed sound monitoring equipment to assess this. The officer installing the equipment was subjected to abuse and later that night the tenant appeared to directly ‘challenge’ the installation of the monitoring equipment by ‘explosions of verbal outbursts’ terrify ing the immediate neighbour but allowing her to obtain audio evidence whilst calling for police assistance.

This resulted in the tenant being arrested and he later appeared in the Magistrates Court charged with harassment and breach of a Restraining Order.

We then applied to the County Court for a Possession Hearing and the judge decided that the level of nuisance and distress was such that possession was appropriate and we were given outright possession in 14 days.

As this was such a significant case involving a number of witnesses we agreed with them that it would be useful for us all to review how we handled this case and whether there were any lessons that we could learn for the future. We also involved members of our Tenants Panel Anti Social Sub Group in this and have drawn up an action plan for future service improvements.

The criminal case was concluded in late June and our former tenant was found guilty of breaking a restraining order and harassment.

What should you do if you are experiencing anti social behaviour?

If you are experiencing anti social behaviour, you should contact our Tenancy Management Section for advice. You can do this by:

- telephoning 01255 686488
- e-mailing us at HousingASB@tendringdc.gov.uk
- completing and returning one of our reporting forms that are on our website at www.tendringdc.gov.uk
- writing to:
  Housing Management,
  Life Opportunities,
  FREEPOST (CL3764),
  CLACTON ON SEA,
  Essex CO15 1YT

Only 12% of those responding to our tenant satisfaction survey last year said that they had reported any anti social behaviour to us in the last 12 months
What happens when we receive a complaint?

All complaints that we receive are assigned to one of two categories – those that are identified as needing detailed case management, for example, complaints of ongoing nuisance and anti social behaviour, and those that can be dealt with by a single action, for example, clearing dumped rubbish.

If you report a complaint that is identified as needing detailed case management, we will send you an acknowledgement letter that tells you how your complaint will be investigated and how you will be kept informed. We will also send you a Witness Diary Form to record any subsequent incidents of nuisance or other anti social behaviour. It is very important that you complete this form as it is unlikely that we will be able to take effective enforcement action without evidence from witnesses.

If you report a complaint of a more general nature that does not require this level of case management we will still send you an acknowledgement letter that will tell you our timescale for responding.

How do we respond to complaints?

We aim to improve the safety, environment and living conditions of our tenants, leaseholders and their families as well as the communities in which they live, by combating anti social behaviour and racial harassment and implementing measures that address the causes of anti social behaviour and the problems it creates.

To do this, we will…

- Interview or visit all new tenants to make sure that they understand the conditions of their tenancy agreement that relate to the care of their home and the behaviour of themselves, their family or visitors to their property.
- Treat complainants sympathetically, take all complaints seriously and in the first instance always assume that the complaint is justifiable.
- Treat any complaint in a confidential manner, and keep any information provided confidential unless consent is obtained to do otherwise.
- Acknowledge and respond to complaints in writing within 10 working days (or in appropriate cases by telephone within 24 hours or e mail within 5 working days), and provide a unique reference number, which will be used to identify the complaint in any correspondence with you throughout the investigation.
- If a complaint requires a personal visit by an officer we will respond in accordance with the timescales we have agreed with tenant representatives
- Clearly inform complainants how we intend to deal with their complaint and tell them of the measures that are available to resolve their complaint and provide a realistic expectation of the likely outcome.
- Keep complainants fully informed of progress at appropriate stages in the investigation and on completion, or advise them if no further action can be taken.
Be sensitive and supportive and offer assistance to complainants who act as witnesses.

In appropriate cases, seek reconciliation by offering independent mediation.

Provide complainants with an opportunity to comment on the action taken to resolve their complaint and the outcome.

Follow the Code of Practice for Social Landlords on Tackling Racial Harassment.

You can help us by:

- Not retaliating to any incident of anti social behaviour to which you may be subjected.
- Keeping an accurate record of the date, time, nature and consequences of any incident including the names of any witnesses.
- Reporting crime, serious anti social behaviour or vandalism to the Police at the time it is occurring or discovered, or as soon as possible and obtain an incident number.
- Following any advice that we give you.
- Acting as a witness, if necessary, in any legal action that we take.
- Letting us know if we fail to meet any of our standards.

**What tools and powers are available to us to tackle anti social behaviour?**

Due to its high profile at a national level, there are a range of tools and powers available to social landlords to deal with anti social behaviour. These range from warning letters about breaking the conditions of our tenancy agreement, mediation or refusing a mutual exchange request through to Acceptable Behaviour Contracts, Anti Social Behaviour Orders, injunctions and ultimately possession proceedings and eviction.

Our approach is to use the more formal enforcement measures, particularly possession proceedings, as final options where other measures have been exhausted or where the situation is so serious that an immediate response is required.

**How many complaints of anti social behaviour do we deal with?**

Our Housing Management team is responsible for enforcing the conditions of our tenancy agreements and dealing with complaints of anti social behaviour.

Between 1 April 2012 to 31 March 2013 they dealt with 785 recorded complaints and the type of complaints that they dealt with are illustrated below:

<table>
<thead>
<tr>
<th>Complaint Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned vehicles</td>
<td>6</td>
</tr>
<tr>
<td>Alcohol related</td>
<td>3</td>
</tr>
<tr>
<td>Communal areas</td>
<td>145</td>
</tr>
<tr>
<td>Criminal behaviour</td>
<td>29</td>
</tr>
</tbody>
</table>
### Complaint Categories and Action Taken

<table>
<thead>
<tr>
<th>Category</th>
<th>Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic violence / abuse</td>
<td>0</td>
</tr>
<tr>
<td>Drug / substance abuse related</td>
<td>14</td>
</tr>
<tr>
<td>Garden nuisance</td>
<td>142</td>
</tr>
<tr>
<td>Hate crime</td>
<td>0</td>
</tr>
<tr>
<td>Noise nuisance</td>
<td>128</td>
</tr>
<tr>
<td>Non occupancy / tenancy fraud</td>
<td>36</td>
</tr>
<tr>
<td>Pet / animal nuisance</td>
<td>52</td>
</tr>
<tr>
<td>Physical violence</td>
<td>5</td>
</tr>
<tr>
<td>Prostitution</td>
<td>0</td>
</tr>
<tr>
<td>Rubbish nuisance</td>
<td>104</td>
</tr>
<tr>
<td>Vandalism / damage</td>
<td>39</td>
</tr>
<tr>
<td>Vehicle nuisance</td>
<td>35</td>
</tr>
<tr>
<td>Verbal abuse</td>
<td>47</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>785</strong></td>
</tr>
</tbody>
</table>

### Action Taken

- Visited or interviewed 92% of all new tenants within the first two weeks of their tenancy to make sure that they are aware of the conditions of their tenancy agreement and the action that would be taken if they break these. It took us a bit longer to visit or interview the remaining 8%.
- Referred 3 neighbour disputes for formal mediation where an impartial third party helps those in dispute to reach an acceptable agreement.
- Referred 13 cases to floating support or other support or care agencies.
- Referred 22 cases to Environmental Health for joint investigation into cases involving noise nuisance, fly tipping or filthy or verminous properties.
- Issued 9 notices of seeking possession against those who continued to break the terms of their tenancy agreement despite warnings from us and 5 notices to quit for non-secure tenants. These are the first steps in the legal process to evict someone.
- Evicted 3 households who continued to break the terms of their agreement with us.

74% of those who responded to our satisfaction survey last year said that they were very or fairly satisfied with the way we handle anti-social behaviour.
What are our priorities for tackling anti social behaviour?

Our current Housing Anti Social Behaviour Strategy, which covers the period 2010-2015, outlines our priorities for tackling anti social behaviour. These are based upon the six commitments contained in the Respect Standard for Housing Management, which formed part of the previous Government’s Respect agenda.

Our overall progress against the actions included in this strategy is summarised below and, on the following pages you will find details of what we have done and what we have left to do before the end of this strategy in 2015.

Accountability, leadership and commitment

We will make a commitment to the community so that everyone is clear that we take issues of anti social behaviour seriously.

What have we achieved so far?

✓ Published our new strategy, as well as our adoption of the Respect Standard for Housing Management, to make sure that residents are clear about the standards we have committed to.

✓ Confirmed the status of the data sharing protocol with the local police

✓ Agreed the standards for our performance with tenant representatives, who are also monitoring our progress, and we regularly publish these results for all tenants to see.

✓ Reviewed how well we are doing against these standards on a regular basis with members of the Anti Social Behaviour Sub Group and Tenant Performance and Scrutiny Panel.

✓ Reviewed our service standard for responding to complaints of anti social behaviour particularly in relation to categories of anti social behaviour and response times in respect of these.

✓ Reviewed our procedures for dealing with anti social behaviour in consultation with tenant representatives.

37.5% 62.5%

Still to do  Completed
Carried out a further self assessment following the publication of the revised Respect ASB charter for housing and signed up to this standard in 2012. (see inside the front cover)

---

**Case study 2: Community Resolution Agreement**

One of our play areas has recently been the scene of criminal damage and, after liaising with Essex Police, two children aged 11 were found to be responsible for the damage caused.

The children in question did not have any previous criminal convictions and so we agreed to accept a Police led Community Resolution.

Community Resolution is an innovative approach to dealing with minor offences, such as trivial thefts, public disorder, criminal damage (such as vandalism), and inconsequential assaults.

Instead of the offence being handled through the courts, a Community Resolution is issued by the police officer called in to deal with the crime where he or she feels it is an appropriate way for the offender to redeem themselves before the victim. The decision is reached by consulting with the victim and must be accepted by the offender in order to take effect. It can consist of receiving advice about their behaviour, a verbal or written apology to the victim, reparation (which can include fixing material damages) or financial compensation. The offender’s history is considered, as well as the possible history between the offender and victim.

Community Resolution significantly cuts down on the number of criminal cases needing to be resolved in court and reduces bureaucracy. In addition to that, police officers have a more personal input and assess each situation based on their experience and professional training to ensure that there is a fair outcome.

However, it is necessary for the offender to agree to the Community Resolution as, if they fail to comply with this, it will result in the case being forwarded through the justice system.

Community Resolution is a new method to avoid criminalising first offenders who commit minor offences and in return something is given back to the community and the victim.

In the case referred to above, the Community Resolution resulted in the children being tasked with a supervised litter pick of the estate and the local Sheltered Housing Scheme.
Empowering and reassuring residents

We will involve our tenants and leaseholders in the decisions we make so that we are working in partnership to solve issues relating to anti social behaviour. We will also seek to communicate effectively with our tenants and leaseholders as a means of reassuring them.

What have we achieved so far?

✓ Contributed to events or initiatives organised by other agencies.
✓ Revised our procedure for sending out a welcome letter and information about the opportunities that exist for involvement for new tenants. This is now sent out slightly later so that tenants are not overwhelmed with information as soon as they move into one of our properties
✓ Carried out a pilot scheme to introduce information points in the communal areas of flats. These boards have now been erected in blocks of flats in Walton and Harwich and we hope to erect these in other locations in the near future
✓ Started a programme of estate walkabouts with tenant representatives to identify anti social behaviour and environmental problems. (as illustrated in the photo below)
✓ Carried out a further crime and anti social behaviour survey. We will work with members of our Tenants Panel to agree any action we need to take as a result of the responses we get
✓ Introduced a programme of reality checking (where our services are tested by tenants from a customer’s viewpoint) in relation to grounds maintenance standards, the appearance of communal estate areas, the standard of communal cleaning and the condition of our properties before we let them.

What have we still got to achieve by 2015?

• Trial a good neighbour agreement (an agreement about standards of conduct)

Prevention and early intervention

We will do all we can to try and prevent anti social behaviour from happening.

What have we achieved so far?

✓ Implemented introductory tenancies and our revised tenancy agreement and amended our procedures accordingly. These were introduced on 24 January 2011
✓ Continued our annual programme of improvement works to prevent and deter anti social behaviour, including the upgrading of communal door entry systems.
✓ Raised awareness of the issue of illegal subletting through our website and Tendring Reports and set up a dedicated means of reporting this.

✓ Extended the use of CCTV as part of a major environmental improvement scheme we completed in Walton.

✓ Confirmed the procedure that exists for taking up of references prior to offer of tenancy

✓ Reviewed the procedures that we follow when new tenants and those transferring from one of our properties to another sign their tenancy agreement

✓ Investigated, with other agencies, the possibility of joint funding neighbourhood wardens

✓ Revised the information we provide to prospective tenants - specifically highlighting the fact that anti social behaviour will not be tolerated.

What have we still to achieve by 2015?

- Make effective use of demoted tenancies
- Review the way we manage and maintain the garage areas we own to make sure that these do not become a target for anti social behaviour

Tailored services for residents and the provision of support for victims and witnesses

We will do our best to deal sensitively with everyone who reports anti social behaviour and will treat each case individually. The support of witnesses to provide evidence of anti social behaviour enables us to take more effective action.

What have we achieved so far?

✓ Provided training events for tenant representatives and staff about current remedies for tackling anti social behaviour

✓ Reviewed our procedures for keeping complainants informed and supported during and at the end of their complaint, taking into account good practice guidance about how to manage cases

✓ Replaced our anti social behaviour recording database and developed the recording of complainants and perpetrators profiles

What have we still got to achieve by 2015?

- Investigate whether we can receive reports of anti social behaviour via text messaging
- Produce information about the tools that are available to tackle anti social behaviour and the support that is offered to witnesses

Protecting communities by acting quickly

We have a wide range of powers and actions available to us as a landlord to tackle anti social behaviour and will use these promptly to protect communities.
What have we achieved so far?

✓ Started using introductory tenancies as an additional means of enforcement. These were introduced on 24 January 2011.

✓ Compared our performance in tackling anti social behaviour with that of other landlords and are using the results of this to improve our performance.

✓ Agreed with tenant representatives the standards for enforcement action in relation to the contents of internal communal hallways / landings etc and these are now being enforced. (The photo on the right shows a communal hallway in an unacceptable condition)

✓ Provided information to tenant representatives and the wider tenant population about the use and outcome of various enforcement measures.

What have we still got to achieve by 2015?

- Investigate what is needed to gain accreditation via Housemark’s accreditation service
- Investigate and evaluate the use of closure orders (where a property can be closed temporarily if the court is satisfied that it is associated with persistent nuisance or disorder relating to drug use or supply)
- Investigate issues and options for tackling anti social behaviour in our sheltered housing schemes

Support to tackle the causes of anti social behaviour

If we provide support to people who are acting in an anti social manner we can put a stop to their behaviour by tackling the underlying causes.

What have we still got to achieve by 2015?

- Produce information about the support that is available in the district
- Review and strengthen child protection arrangements and awareness amongst Housing staff
- Monitor initiative for providing intensive floating support via partner agency
- Investigate and evaluate the use of family intervention tenancies (which are intended to deliver intensive support usually in specialist accommodation)
Checking how well we perform

The actions included in our strategy, together with some other indicators of our performance – for example, what percentage of anti social behaviour complaints do we respond to within the agreed timescale, were drawn up with tenant representatives.

Our performance is then monitored on a quarterly basis by members of our Anti Social Behaviour Sub Group, made up of tenant representatives, and is also subject to an annual review by our Tenants Panel.

We also have a Tenant Performance and Scrutiny Panel, again made up of tenant representatives, that is responsible for reviewing our performance against agreed targets across the whole range of our housing services, and this includes how well we are performing in tackling anti social behaviour.

In addition to the above, we intend to continue publishing a newsletter every year, like this one, that is dedicated to anti social behaviour issues and will use this to let all our tenants know what progress we have made.

Case study 3

We started receiving complaints about the behaviour of a tenant’s sons and pets and were told that the tenant had threatened violence when they had raised their concerns about this with her. Following several unsuccessful attempts to visit our tenant, we sent a letter warning her that she was in serious breach of her tenancy agreement by keeping two adult dogs, two puppies, assorted reptiles, snakes and a monkey. She was also allegedly breeding and trading animals from her flat.

Neighbours continued to register complaints and reported to the police that her sons were taking drugs in the communal entrance way to the block of flats and were causing damage to the doors and stairwells. We made enquiries with the police who verified the neighbours concerns and also told us about a recent incident where the tenant had made threats of violence to a neighbour.

We then received notice from the tenant stating that she intended to end her tenancy voluntarily early the next month but this didn’t happen. A neighbour then told the police that she had made threats outside her home, had thrown a firework and had been banging on windows.
Later that month, the tenant visited us at the Town Hall but denied all knowledge of sending in notice to end her tenancy. Instead she claimed that she was the victim of threats and needed to be moved immediately. We told her there had been a number of complaints about her and her sons behaviour and that the matter would be investigated but that there were no grounds to move her.

We then served the tenant with a formal Notice to Quit her home within 28 days or face court possession proceedings. We also referred our concerns about her sons welfare to social services as they had not attended school since moving into the area over a year earlier.

In February of this year, we received information that the tenant was the subject of ongoing investigations in connection with criminal offences relating to unauthorised dog breeding, counterfeit money and related offences and that a warrant was to be executed on her property.

When access was gained to her property, she was arrested and the Council’s Dog Warden removed two dogs, one believed to have been stolen, and several reptiles.

The property was found to be in an appalling state with very little furniture and only one single bed.

Having provided every opportunity for her to address the many breaches of her tenancy and work with the Council and Social Services, we decided to pursue Possession Proceedings. This information was passed on to Essex Social Services who confirmed that she and her two sons had moved back to their former home and that the case would be referred on.

Following her apparent abandonment of her property, we gained access to the property switched off the utilities, took photos and fixed a notice to the front door.

We were subsequently contacted by Cardiff Council who told us that she had approached them as homeless due to fleeing violence. We explained the background to the case and their staff advised her to return to her property here where she still held the tenancy. She did return to collect the key and removed some items but told neighbours she would be back in three weeks.

During this time, our Possession case was heard at Colchester County Court and the Council were given immediate Outright Possession.

Nothing further has been heard of our former tenant or her sons.
Useful telephone numbers

Essex Police Neighbourhood Policing Teams *

There are 19 neighbourhood policing teams in the Tendring district and the contact details for each area team are given below. These mobile telephone numbers are given so that you can speak to your local officers about local issues.

The numbers below should not be used for reporting crimes or incidents – these should be reported by telephoning 999 in an emergency or 101 for non emergencies.

<table>
<thead>
<tr>
<th>Area</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clacton Central</td>
<td>07970 535147</td>
</tr>
<tr>
<td>Clacton West</td>
<td>07967 832154</td>
</tr>
<tr>
<td>Clacton East</td>
<td>07977 298089</td>
</tr>
<tr>
<td>Frinton</td>
<td>07850 631017</td>
</tr>
<tr>
<td>Great Bentley</td>
<td>07801 316876</td>
</tr>
<tr>
<td>Thorpe le Soken</td>
<td>07801 316876</td>
</tr>
<tr>
<td>St Osyth</td>
<td>07815 446930</td>
</tr>
<tr>
<td>Kirby Cross</td>
<td>07850 631017</td>
</tr>
<tr>
<td>Alresford</td>
<td>07801 316876</td>
</tr>
<tr>
<td>Walton</td>
<td>07850 631017</td>
</tr>
<tr>
<td>Elmstead Market</td>
<td>07801 316876</td>
</tr>
<tr>
<td>Weeley</td>
<td>07977 298089</td>
</tr>
<tr>
<td>Brightlingsea</td>
<td>07801 316876</td>
</tr>
<tr>
<td>Harwich</td>
<td>07711 147176</td>
</tr>
<tr>
<td>Ardleigh</td>
<td>07980 904851</td>
</tr>
<tr>
<td>Bradfield</td>
<td>07980 904851</td>
</tr>
<tr>
<td>Oakley</td>
<td>07711 147176</td>
</tr>
<tr>
<td>Manningtree</td>
<td>07980 904851</td>
</tr>
<tr>
<td>Ramsey and Parkeston</td>
<td>07711 147176</td>
</tr>
</tbody>
</table>

You can also report information about any crime or criminal activity anonymously via Crimestoppers on 0800 555 111.

* Details correct at time of going to press.
Need to contact us?

You can do this by:

Telephoning:

- 01255 686464 for rent account enquiries
- 01255 686468 for rent arrears enquiries
- 01255 686455 for right to buy enquiries
- 01255 686488 to report anti social behaviour or other complaints
- 01255 686477 to report a repair
- 01255 686466 for Housing Register or allocation enquiries
- 01255 686436 for enquiries about special needs housing or adaptations
- 01255 686490 for enquiries about tenant involvement

E-mailing:

- housing.services@tendringdc.gov.uk for general enquiries
- HousingRepairs@tendringdc.gov.uk to report any repairs that are needed to your home
- HousingASB@tendringdc.gov.uk to report any incidents of anti social behaviour
- tenant.involvement@tendringdc.gov.uk to find out more about how you can get involved in our services

Writing to:

- Life Opportunities (Housing), Housing Services, Tendring District Council, Town Hall, Station Road, Clacton on Sea CO15 1SE

Visiting:

- Housing Reception at the Town Hall in Clacton between 9am and 5pm Monday to Thursday and 9am to 4.45pm on Friday
- Our website www.tendringdc.gov.uk

Alternative languages and formats of this document

If you would like to receive the content of this newsletter in an alternative language or format, such as large print, please let us know. We will then try to make sure that, in future, we make other information and correspondence available for you in this format.

To request this newsletter in an alternative language or format, please contact us on 01255 686490 or email housing.services@tendringdc.gov.uk