

# Solon Service Standard

## Anti-Social Behaviour, Domestic Abuse and Harassment

Solon aims to deliver the highest standards of customer service. This page lists the service that all residents can expect. It also explains what Solon expects residents to do in order to help us meet these standards.

### We will:

- Respond within 24 hours to all reports of hate crimes, domestic abuse, or where there is an immediate threat
- Respond within 5 days to all other reports of anti-social behaviour or nuisance
- Give you information to explain about anti-social behaviour, harassment and domestic violence
- Listen to your concerns and take action as soon as possible
- Do our best to predict problems and take steps to prevent them
- Agree an action plan with you so that you are clear what Solon will do and what you need to do, to try to resolve a problem
- Agree with you how you would like Solon to contact you and how often
- Keep you informed about progress until the problem is resolved
- Use a range of different strategies to deal with anti-social behaviour.
- Work with other agencies that help resolve problems and can give you support
- Support you fully if your case goes to court and provide transport if you need it
- Talk to you about closing your case once your problem has been resolved, and confirm this to you in writing before we close the case
- Send you a satisfaction form to fill in after your case has been closed
- Publish the outcome of successful cases, but only with the agreement of those affected

### You will:

- Keep a diary of what happens in case Solon needs this for evidence
- Help us by giving us evidence that we need to successfully deal with anti-social behaviour
- Understand that the problem can sometimes take a long time to deal with because of the legal process for gathering evidence and waiting for court dates
- Avoid taking any action yourself that might make legal action more difficult

If you feel we have not done all of these things, please let us know