

YOUR VOICE MATTERS

Anti-Social Behaviour (ASB)

Policy Review

*Tenant feedback questionnaire***Why we would like your views**

Nehemiah Housing is reviewing its current ASB Policy and Procedure. We want to know whether it clearly explains what ASB is, how to report it, what happens next, what support is available, and what tenants can do if they are unhappy with the service.

Time
About 10 minutes

Your choice
You may skip any question

Return by
[insert date]

How we will use your feedback

Your comments are important. They will help us see what is clear, what is missing, and what should be improved. An external reviewer will consider the feedback so the policy works well for tenants and Nehemiah Housing. Where possible, we will let tenants know how feedback has been used. Please do not include names, addresses, or details that could identify another person.

Would you like this in another format, or do you need help to complete it?

[Insert phone number] | [Insert email address] | [Insert postal or office details]

You can read the current [Anti-Social Behaviour Policy and Procedure on Nehemiah Housing's website](#).

A. About the current ASB policy

Please tell us whether the current ASB policy and procedure give tenants the information they need. It is okay to choose "Not sure / have not seen it".

1. Before today, had you seen or read the ASB policy, procedure or tenant information?

☐ Yes ☐ No ☐ Not sure

2. Is the information easy to understand?

☐ Very easy ☐ Fairly easy ☐ Fairly difficult ☐ Very difficult ☐ Not sure / have not seen it

3. Does it explain clearly what ASB is, and what may be a neighbour issue instead?

☐ Yes, clearly ☐ Partly ☐ No ☐ Not sure / have not seen it

4. What is unclear or missing?**B. Reporting ASB**

We want reporting ASB to be simple and safe for tenants.

5. How would you prefer to report ASB? Tick all that apply.

☐ Phone ☐ Email ☐ Online form or app ☐ In person ☐ Letter ☐ Other

6. What could make it hard to report ASB? Tick all that apply.

☐ Not knowing who to contact ☐ Worry about confidentiality ☐ Worry about the situation getting worse ☐ Difficulty using phone or online services ☐ Language or communication needs ☐ Nothing would make it difficult ☐ Other

7. What would help you feel safe and confident when reporting ASB?**C. What should happen after a report**

These questions are about what happens after someone reports ASB, including updates, decisions and support.

8. How quickly should we acknowledge an ASB report?

☐ The same day ☐ Within 1 working day ☐ Within 2 working days ☐ Within 5 working days ☐ Not sure

9. How often would you like updates during an ASB case?

☐ Every few days ☐ Weekly ☐ Every two weeks ☐ When there is an important development ☐ At an agreed frequency ☐ Not sure

10. What should updates include? *Tick all that apply.*

☐ What has been done ☐ What will happen next ☐ When the next update is due ☐ Any action I need to take ☐ Reasons why information cannot be shared ☐ Support available

11. What should happen before a case is closed? *Tick all that apply.*

☐ The tenant should be contacted and their views recorded ☐ The reasons for closure should be explained ☐ Any next steps or other options should be explained ☐ The closure decision should be confirmed in writing ☐ Other

D. Safety, support and fair action

The updated policy should explain how we look at risk, what support may be available, and how we will make fair decisions.

12. What support would be most helpful during an ASB case? *Choose up to 3.*

☐ A named contact or case officer ☐ A clear safety plan ☐ Referral to a specialist support service ☐ Help to record incidents or provide evidence ☐ Security advice or improvements ☐ Regular wellbeing contact ☐ Help with communication or accessibility needs ☐ Other

13. Does the policy explain how serious concerns, risk and safety will be dealt with?

☐ Yes, clearly ☐ Partly ☐ No ☐ Not sure / have not seen it

14. Does the policy clearly explain how Nehemiah will make fair and consistent decisions when dealing with ASB?

☐ Yes, clearly ☐ Partly ☐ No ☐ Not sure / have not seen it

E. Rights, review and complaints

Tenants should know what to do if they disagree with a decision, want to complain about the service, or want to ask for an ASB Case Review where this applies.

15. Is it clear what to do if you are unhappy with how an ASB case is handled?

☐ Very clear ☐ Fairly clear ☐ Unclear ☐ There is no information ☐ Not sure / have not seen it

16. What information about reviews, complaints or support should be clearer?**F. Your overall view**

Please tell us what matters most to you so the updated ASB policy and procedure is clear, useful and easy for tenants to follow.

17. Which three things matter most in the updated policy? *Choose up to 3.*

☐ Easy to understand ☐ Simple ways to report ☐ A quick first response ☐ Regular communication ☐ Safety and support for affected tenants ☐ Fair and consistent decisions ☐ Clear action where ASB is proven ☐ Clear reasons when no action can be taken ☐ Clear review and complaint options

18. What is the one most important improvement you would like?

19. Is there anything else the external reviewer should know?

G. About you (optional)

These questions are optional and help us check whether we have heard from a range of tenants.

20. Which best describes you?

☐ Tenant ☐ Joint tenant ☐ Leaseholder ☐ Household member ☐ Other ☐ Prefer not to say

21. Have you reported ASB to Nehemiah Housing before?

☐ Yes, in the last 12 months ☐ Yes, more than 12 months ago ☐ No ☐ Prefer not to say

22. Do you have any communication or accessibility needs we should consider?

☐ Yes ☐ No ☐ Prefer not to say

23. If yes, what would help?

Internal use only: consultation summary for the external reviewer

This section is for Nehemiah Housing staff use only and should be kept separate from tenant questionnaire copies. Use it after the consultation to summarise anonymised themes for the external reviewer. Remove anything that could identify tenants, witnesses or alleged perpetrators.

Good practice when summarising tenant feedback

Keep questionnaires secure. Summarise themes and response numbers. Keep tenant feedback separate from management comments.

Record	Information to provide
Consultation period	From: _____ To: _____
Methods used	☐ Paper ☐ Online ☐ Phone support ☐ In-person session ☐ Other: _____
Responses received	Total: _____ Paper: _____ Online: _____ Other: _____
Accessibility	Alternative formats or support offered: _____
Who responded	Anonymised profile of respondents and any gaps in participation: _____

Key findings by theme

Strongest messages from tenants

Different or minority views

Suggested policy changes

Procedure or service changes

Evidence and limitations

External reviewer action log

Internal reviewer record. Use this table to show how each key tenant finding has been considered. This creates a clear audit trail from tenant feedback to the updated ASB policy and procedure.

Tenant finding	Evidence / response count	Policy or procedure section	Recommended change	Decision / reason
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