

XXXXXXXXXX Court is a scheme made up of 100 flats of multi tenure. During a review of the turnover, we were concerned with the high level of ASB complaints ranging from music to criminal behaviour and drug dealing. We worked closely with Gloucestershire Police and the Anti-Social Behaviour Officer – XXXXXX XXXXXXXX at Tewkesbury Borough Council to identify a strain on all agency resources as a result of this behaviour.

The negative impact on the reputation of the scheme was also causing a high level of contact from customers and dissatisfaction. Police were receiving regular calls and had to attend frequently

We analysed data regarding low demand and high turnover of tenure. We listened to feedback from customers and realised they were moving out because of problems in the area. We also noted that people were reluctant to move into XXXXXXXXXXXX Court causing us a financial rent loss.

At the time we had around 25% of customers known to be causing serious ASB in the scheme. This nuisance centred around violence, drug/ alcohol misuse and criminal damage. People known locally for causing ASB were moving into XXXXXXXXXXXX Court and it was commonly known as somewhere you don't want to live.

As a result of the data, an estate action plan was put into place with a number of actions to tackle the issues. Regular contact with our partnering agencies was the key to changing the dynamics of the estate. One of these actions was to review those applying for housing through the local authority choice based lettings system.

We concluded that a large proportion of applicants were unlikely to be able to sustain a tenancy for various reasons. We looked at these reasons and used the data to limit customers with these specific issues.

Tewkesbury Borough Council, Gloucestershire Police and The Guinness Partnership worked together on developing a local lettings plan (LLP – see note below) to reduce ASB in the area and to maintain a sustainable community.

The plan can be considered a great success with measurable benefits to resources on agencies, customer satisfaction and the reduction in crime and disorder.

ASB has reduced measurably. We have seen a great reduction in turnover of customers and increased tenancy sustainment rate. Police complaints have reduced and ASB complaints to the local authority are at an all time low. Customer satisfaction has increased and damage in communal areas has reduced. It takes a long time to change the reputation of a scheme but overall, XXXXXXXXXXXX Court is becoming a better place to live and manage.

We continue to work closely with the local authority and Police to manage applicants coming into the scheme. As a result of this approach we have refused applications from those with drug/ alcohol related dependency or known for causing ASB in a previous tenancy to create a better environment for those living in the area.

*Note: An LLP enables the housing provider to tackle the problems by providing robust tenancy management, whilst also offering some respite for the current community. It allows the provider to stipulate certain criteria for future tenants.*