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این اطلاعیه به صورتها و زبانهای دیگر در دسترس بوده و برای اطلاعات بیشتر با تلفن قسمت خدمات به خریدار تماس حاصل کنید. **528100**

ان هذه الوثيقة متوفرة بلغات و أشكال أخرى و للمزيد من المعلومات يرجى الاتصال بخدمات الزبون على **528100**

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یہ دستاویز مختلف طریقوں اور زبانوں میں دستیاب ہے۔ مزید معلومات کیلئے براہ کرم ہر ماہی کسٹمر سروسز سے اس پر رابطہ کریں۔ **528100**

ਇਹ ਜਾਨਕਾਰੀ ਪੱਤਰ ਹੋਰ ਆਨਲਾਈਨ ਫਾਰਮੈਟ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਅਧਿਕਤਰ ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੇਵਾਵਾਂ (Customer Services) 528100 ਨੂੰ ਸਮਝਦਾਰ ਕਰੋ। **528100**

تہم لفلیتہ به شیوہی تروو زمانی تر نامادہ یه. بؤ به یوه ندی زیاتر تکابه په یوه نی بکه به خزمه تگوزاری کړیاره وه به ژماره تله فونۍ (528100). **528100**

Dealing with Anti-Social Behaviour Information Fact Sheet 2

Categories and Gradings of Anti-Social Behaviour and how we will respond to them

Tristar Homes Limited works in partnership with the Council and Police and shares information.

★ **Other Fact Sheets in this series:**

Fact Sheet 1 How we handle your complaint (of anti-social behaviour) when you first contact us

Fact Sheet 3 Getting evidence: how best to complete your diary sheets

Fact Sheet 4 Why your complaint is not being acted upon

Fact Sheet 5 Remedies against offenders

If you require one of our fact sheets, in larger print or on tape, please contact the Customer Services Team on 528100.

email address: asbreduction@tristarhomes.co.uk

Telephone: 01642 526439
01642 526440



Type of Anti-Social Behaviour	Priority
Crimes or harassment based upon discrimination. Race - gender, any form of hate crime (Refer to SBC's Corporate Offensive Reporting Procedure and THL's Racial Harassment Policy). Threats of violence against the person Physical intimidation Class A supply of drugs High level criminal activities	Red - Issues that have a direct impact on the immediate well being of an individual, investigations to commence within 24 hours
Verbal abuse Damage to property Throwing missiles Setting fires Class B and C drug dealing, alcohol misuse and supply Low level criminal activities Youth disorder Excessive Noise	Amber - Issues relating to our properties, investigations to commence within 3 working days
Misuse of public/communal areas Nuisance caused by pets Car repairs and abandoned vehicles Boundary, parking disputes, high hedges Ball games General noise Eggs thrown at windows	Green - Issues relating to activities affecting the wider environment investigations to commence within 7 working days