

Resident Questions for Housing Area Panel

Reference Number: E3.2

Department	Housing
Date question raised	13/10//2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager

Resident Question

Title of Question	Contact telephone number for reporting anti-social behaviour
Issue:	Residents are unable to report anti-social behaviour to the Council and get a response because the phone line is not open at suitable times.
Background:	<p>The phone line for reporting anti-social behaviour to the Council (Housing Customer Services) closes at 1.30pm and is also closed Saturday, Sunday and Bank Holidays.</p> <p>Anti-social behaviour frequently happens outside of those times, and residents are unable to contact the Council, and speak to a person to report incidents of ASB immediately, and have these reports actioned quickly.</p> <p>If incidents are reported over the weekend, residents do not hear back until days later.</p>
Action requested by residents:	Residents want a 24-hour phone line 7 days a week for reporting anti-social behaviour; they want to be able to speak to a person on the phone to report anti-social behaviour outside of the current opening hours.

Officer Response

Officer contact details:	Hilary.Edgar@Brighton-Hove.gov.uk
Officer Response:	The Housing Customer Service phone line operated reduced hours for a period over the pandemic. It is now open Monday-Friday 9am-5pm, excluding bank holidays - 01273 293030.

	<p>Outside of office hours reports of ASB can be made to Housing Customers Services using the reporting form and will be picked up on the next working day. In case of emergency, residents should contact the police.</p> <p>ASB can be reported in the following ways and can be made anonymously.</p> <ul style="list-style-type: none"> • If you are a Council tenant, you can contact the Council by calling 01273 293030 or e-mailing Housing.CustomerServices@brighton-hove.gov.uk or online https://new.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood • Non-council tenants and owner-occupiers can contact the Council by calling 01273 292735 or e-mailing CommunitySafety.Casework@brighton-hove.gov.uk or online https://new.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood • Call Sussex Police on 101 (999 in an emergency) or e-mail 101@sussex.pnn.police.uk •
Action:	No further action
Start date:	N/A
End date:	N/A