










Appendix 3: Quarter 4 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns










Anti-social behaviour, (ASB), satisfaction figures remain high, however, there are always things we can do to improve.

The comments below were made when ASB surveys were completed between January and March 2023. At the side of each comment is an explanation of the action taken as a result. It is important to note, that not all comments will require action. Some comments help to reinforce the positive work being carried out by the ASB Officers.

 Positive	 Constructive	 Negative
Comment	Learning Point?	Action
 Anthony was very helpful, and tenant is happy the case has been closed.		
 Happy with the case being closed and how this was handled.		
 Tenant has since passed away, partner completed survey and was happy with the case being closed and said he stays away from the other person.		.
 Was happy with Anthony and the decision that has now been made, i.e., the police referral and happy he is on the list to move.		
 Was happy with most but said it was a bit slow.		
 Tenant said that the customer service was "first class"		

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	More than satisfied with customer service. Said the service we provide is "excellent"	
	Said the service was "brilliant"	
	Excellent	
	Was very happy with the service she received from Alison, and she was very thankful for the work that was done on this case.	
	Tenant was very happy with how the case was dealt with and is satisfied with the outcome.	
	Emma was very professional and dealt with the case very well and things are much better now.	
	Emma was very pleasant to deal with.	
	Happy with Richard and how he has handled the case, understands that if the issue starts again, she can report this again as the noise gets better and worse over time.	
	Overall happy with the service from DH.	

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Happy with the service and has the Noise App and will use this in the future if required and report again to us if needed.



I am pleased to say things have improved. I want to say a big thank you for sorting this problem out for me and I shall keep you informed if any problems arise.
Once again, many thanks.



Tenant phoned in to compliment Rich and Emma for pushing her noise complaint again with Environmental Health who have now agreed to take the Noise case on as a breach of CPNW and issue a CPN.
Tenant advised that it has been a weight lifted off her shoulders.

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