

WHY WE ARE CLOSING YOUR ASB CASE

FACT SHEET

There are a number of different circumstances in which we will close an anti-social behaviour (ASB) case. This fact sheet explains the different reasons why we will close a case.

Incidents have ceased

Where a case has been satisfactorily concluded, appropriate action has been taken and incidents have ceased, we will close the case.

The complaint has been withdrawn

If you make a complaint of anti-social behaviour but then you withdraw this complaint, we will close the case.

Lack of evidence

In some cases, the investigation runs out of steam, without a resolution in sight. This may be because of lack of evidence or other witnesses to support the allegations of just one person. It is very difficult, maybe even impossible, to pursue a case when there is only one person complaining and the alleged offender denies everything.

In other cases, lack of evidence may mean that we are unable to identify the offender(s).

Cases may be closed even after months of hard work on all sides when there is still insufficient evidence to take the case to court. This can be extremely frustrating but matters can be made a lot worse by taking a case to court and getting it thrown out because of lack of evidence.

If new evidence comes to light in the future, we can re-open the case.

Consulting with you

Before we close a case, we will discuss this with you and explain our reasons. We will listen to any reasons you give us as to why we shouldn't close the case.

Closing the case and getting your views

If we close the case, we will let you know in writing and will explain the reasons why we have closed it.

We will ask for your feedback on how satisfied you are with our handling of the case. We will use this information to improve our service.

Contact us

If you would like more information, please contact us:



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing **020 8900 4900**
Octavia Hill **020 8900 4998**
Key Places **020 7380 9025**
or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**



If you are a **St Matthew Housing customer** phone us on **01284 732550** or email **info@stmatthewhousing.org** **www.stmatthewhousing.org**

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સી.ડી. ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037
or email info@ghg.org.uk**