

SNSG are a mobile out of hours service that work in partnership with us to respond to anti-social behaviour (ASB) within our communities



SNSG will respond to ASB issues between 6pm and 6am Monday to Thursday and 6am - 6am Friday to Monday, 7 days a week, 365 days a year. They provide a mobile patrol service to our tenants.

What do SNSG do?

SNSG provide a mobile patrol service to our tenants. This service will carry out checks of communal areas and report issues to us, such as:

- Abandoned properties
- Communal repairs
- Security issues such as unauthorised access to communal areas
- Meter tampering
- Criminal damage
- Fly-tipping
- ASB issues including noise nuisance and drug use

How can SNSG help with ASB?

If you are experiencing ASB issues, SNSG tackle this through a more personalised service, which includes:

- Speaking to tenants who are in breach of their tenancy conditions
- Witnessing ASB and providing information to us and/or the Police

- Gathering evidence to support with tenancy enforcement action
- Fast acting out of hours patrol service to observe ASB and report back to us
- Working with us, the police and any other organisations to prevent future ASB issues

How do I access the service?

Your Tenancy Services Officer will refer your case to SNSG for them to attend your property/scheme which can either be for ad-hoc patrols or through Password Activations.

You will be provided with the information to access the service by your Case Officer.