

# SafetyNet

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



[safenetsecuritygroup.org](http://safenetsecuritygroup.org)



[midlandheart.org.uk](http://midlandheart.org.uk)

**SafetyNet** will respond to ASB issues between 6pm and 6am, 7 days a week, 365 days a year. They provide a mobile patrol service to our customers who live in and around Birmingham, Coventry and Wolverhampton.

## What do SafetyNet do?

SafetyNet provide a mobile patrol service to our customers who live in and around Birmingham, Coventry and Wolverhampton. 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 SafetyNet help with ASB?

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

- Speaking to customers who are in breach of their tenancy conditions

- Witnessing ASB and providing information to us and/or the Police
- Gather evidence to support with tenancy enforcement action
- Fast reaction out of hours patrol service to observe ASB and report back to us
- Work with us, the police and any other organisations to prevent future ASB issues

## How do I access the service?

- **If you are facing ongoing and persistent ASB, please contact our customer hub on 0345 60 20 540.** Or, if you have been assigned a case officer, please get in touch with them.
- You will then be given the relevant information to access the service if needed

