Use of Technology for ASB

REACT
Community safety software

ASB App
Record. Monitor. Report.

NuSense
Nuisance noise monitoring

Reporting Apps

- The ASB App.
- What the app represents beyond just reporting evidence.
- Where it sits in the resolution journey.
- The 60 seconds of evidence.
- Interesting/ additional uses of the ASB app.

Effectiveness of the App

Testimonials from staff users.

The ASB App has made my role a lot easier. I know it's only small, but the travel time alone has been a great saving. And residents love the service too – the feedback has been great. I use the app for site visits and inspections and it's made the process far easier. It has the potential to save us lots of time and resource

London

ASB Officer

The ASB App is a breath of fresh air to our organisation, as it's changed the way we engage with our customers who are suffering problems of ASB. We're currently working on having the evidence integrated into our housing management system, which further cements the service into our ASB processes

London

Housing Manager

Resident testimonial

We had a lovely comment from a resident using the ASB app; "Not all heroes wear capes" when referring to just how thankful she is for having the ASB app on her phone. She says that not only has the ASB app given her peace of mind but also allows her to gather and provide the best possible evidence of her noisy neighbour, to her Housing Officer.

For what has been a long-standing, stagnant issue that was never really heading anywhere, having access to the ASB app on her phone has allowed this resident to record and report the noise from next door, whenever it happens.

This resident is in her mid-70's and by her own admission, she has never been too comfortable with new technology...but after a 10-minute demo over the phone, the resident has taken to recording the music that pays late at night, as well as sending regular diary sheet entries through to her Housing Officer.

This approach has not only given the resident that peace of mind that she has played her part in trying to resolve this problem but has also now allowed the landlord to move forward swiftly...something that has not happened for a long time because of a genuine 'lack of evidence'.

For the last few weeks and following some firm warnings, things have been really quiet for this resident, and she has not needed to use the ASB app once during in this time!...apart from using the message function to communicate with her Housing Officer every few days...what a great result for this resident and long may it continue!

We never thought residents NOT using the ASB app would be considered a success, but in this case, it most certainly is!

Importance of Effectiveness

- Effectiveness of triaging.
- Evidence gathering.
- Noise monitoring boxes - A premium resource.