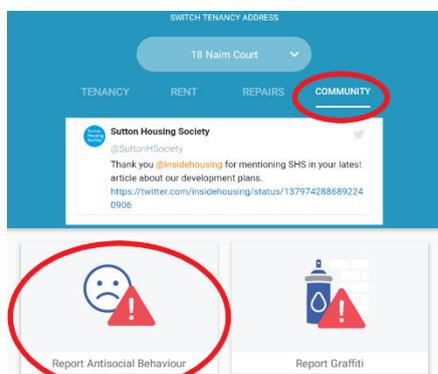


## **Index**

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## Reporting antisocial behaviour

To report antisocial behaviour in-app, please make sure you are in the Community section of the app by tapping the 'Community' underneath your address. Once there, tap the 'Report Antisocial Behaviour' box.



On the following page you will be asked if you have an existing case number. If you select 'Yes', you will be prompted to enter it. Do not worry if you are unsure of your case number or have forgotten it – just press 'No'. You will then be asked for the date and approximate time of the incident. Once you have entered these, tap 'Next'.

Report Anti-Social Behaviour

Does this relate to an existing case number

Yes  No

Case Number

124456

When did it happen?

Date of Incident

10/04/2021

Time Started

18:22:00

Time Finished

19:22:00

On the next page you will be asked for the names of the people involved and the location of the incident. If you do not know the names of those involved, just leave this blank. Once finished tap 'Next'.

Full names of people involved, if known

Unsure

Where did this incident happen (Address or location)

Nairn Court communal area

On the third page you must write out in as much detail as possible what you witnessed. When done, tap 'Next'.

**What happened?**  
Enter exactly what you saw/heard. You must report all words in full, including swear words

Someone was smoking in the communal area - it smelled distinctly of cigarette smoke.

The next two pages will ask some multiple-choice questions. On the first of these pages, if you reported it to anyone else, e.g. the Police or council. If you have, and you were given a reference number or name, tap 'Yes' and enter these details in the box provided. You will also be asked if you were the sole witness, and the impact the event had on you. Once finished tap 'Next' to go on to the second multiple-choice page. Fill this out the same as the previous, then tap 'Next'.

**Did you report it to another agency?**

Yes  No

Please state agency name, officer and any reference numbers

Met Police, PC Pero, CRN03857294#749

**Did anyone else witness it?**

Yes  No

Please provide their name, address, contact number below (if known)

Xavier Pamment, 48 Nairn Court, 01234577890

**How has it affected you?**

I was unable to sit in the communal area due to the smell

**Other than this occasion - How often do you have problems?**

Daily  Most days

Most weeks  Most months

Only occasionally

**How affected do you feel by what has happened**

Not affected  Affected a little

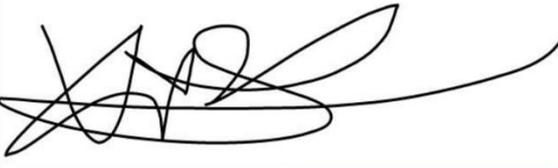
Moderately affected  Affected a lot

Extremely affected

On the final page, you will be asked to provide a signature. Tap the 'Sign' button and then use your finger on the screen to draw your signature, then tap 'Save'. Once done, a button will appear underneath the signature box. Tap it to submit your report.

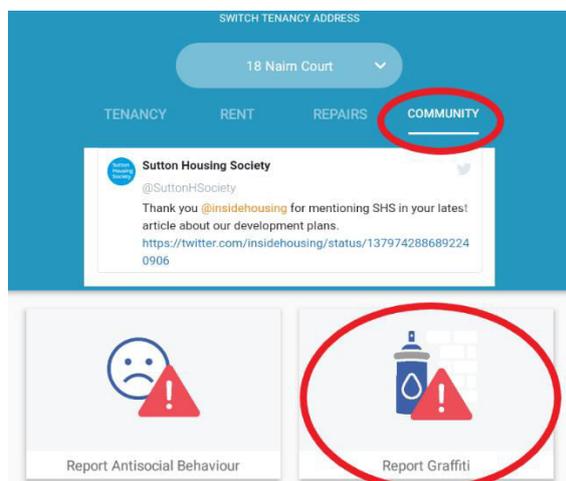
Signed (Tenant)

(joint tenant)



## Reporting graffiti

To report graffiti in-app, please make sure you are in the Community section of the app by tapping the 'Community' underneath your address. Once there, tap the 'Report Graffiti' box.



On the following page you will be asked if the graffiti is offensive. If you tap 'Yes', you will be given a list of options to choose from. You can select multiple. Once done tap 'Next'.

Report Graffiti - Information

Is the graffiti offensive?

Yes  No

In what way?

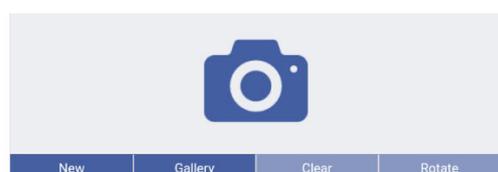
Racist

Sexist

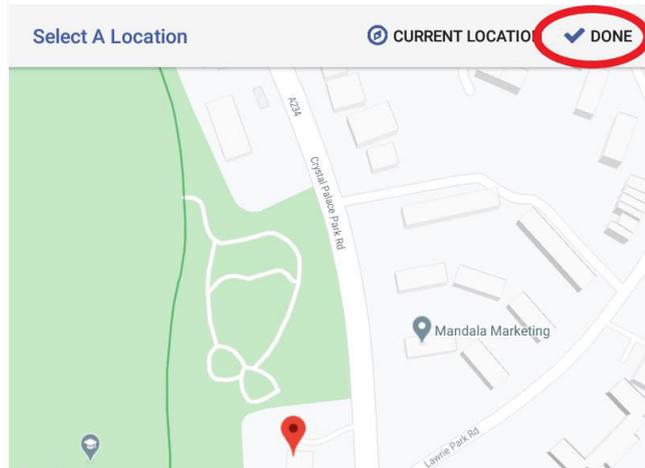
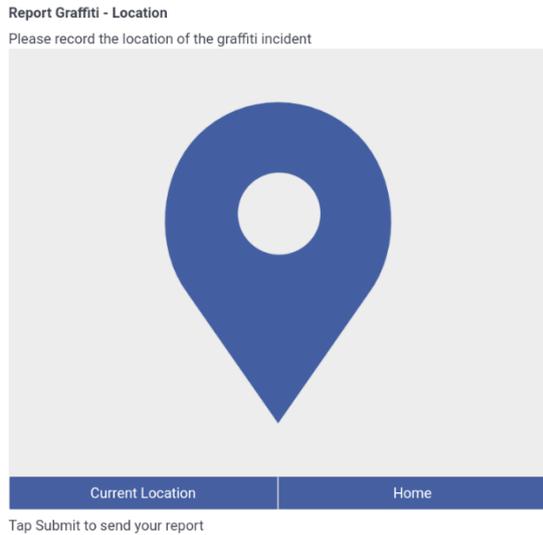
Homophobic

Offensive Language

A page will then load that allows you to take up to 3 pictures of the graffiti. This is optional, but if you would like to take a photo, tap 'New' and the camera should come up. If you have already taken photos of the graffiti prior to this page loading, tap 'Gallery' and select the desired images. Once finished, tap 'Next'.

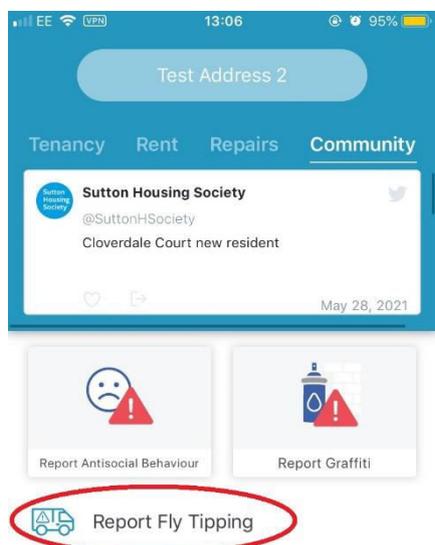


On the final page, you will be asked to record the location of the graffiti. If you are currently situated near the graffiti, tap 'Current Location' and a map will load with a pin at your location. If this is correct, tap 'Done' in the top right corner. Otherwise, if you tap and hold the red pin on the map, you can drag it to the approximate location of the graffiti, then tap 'Done' in the top right corner. You can then press 'Submit' to send your report.



## Reporting fly tipping

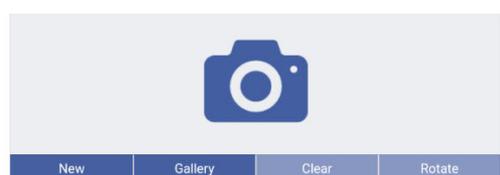
To report fly tipping in-app, please make sure you are in the Community section of the app by tapping the 'Community' underneath your address. Once there, in the list of options, select 'Report Fly Tipping'.



On the following page, you will be asked if the fly tipping incident is urgent, and to provide some information about the fly tipping. Once done tap 'Next'.

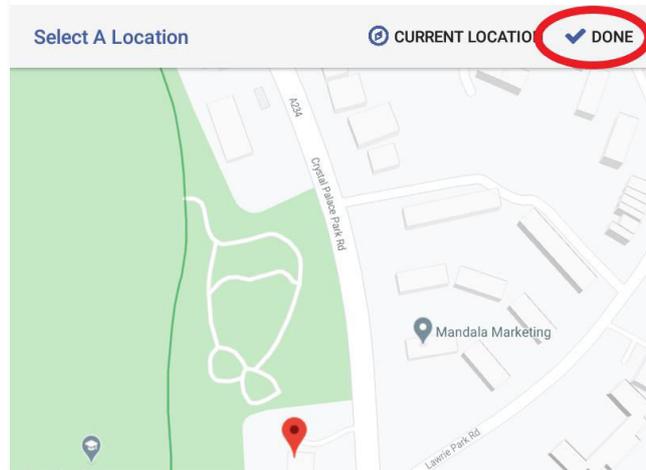
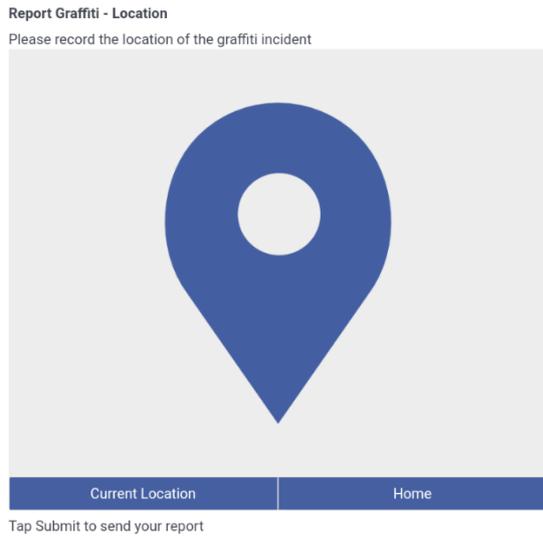
A screenshot of a form titled 'Report Fly-Tipping - Information'. The first question is 'Is it urgent?' with two radio button options: 'Yes' (selected) and 'No'. Below this is a text input field with the prompt 'Please provide some general information about the fly-tipping incident'. The text entered in the field is 'Three mattresses dumped by the bins at Dorothy Pettingell House.'

A page will then load that allows you to take up to 3 pictures of the fly tipping. This is optional, but if you would like to take a photo, tap 'New' and the camera should come up. If you have already taken photos of the fly tipping prior to this page loading, tap 'Gallery' and select the desired images. Once finished, tap 'Next'.



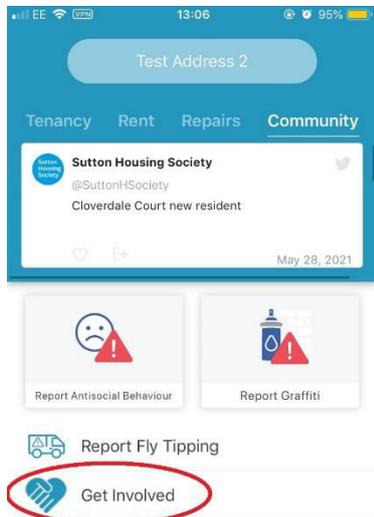
On the final page, you will be asked to record the location of the fly tipping. If you are currently situated near the fly tipping, tap 'Current Location' and a map will load with a pin at your location. If this is correct, tap 'Done' in the top right corner. Otherwise, if you tap and hold the red pin on the map, you can

drag it to the approximate location of the fly tipping, then tap 'Done' in the top right corner. You can then press 'Submit' to send your report.



## Getting involved

To register your interest in community events in-app, please make sure you are in the Community section of the app by tapping the 'Community' underneath your address. Once there, in the list of options, select 'Get Involved'.



On the proceeding page there will be information about the different types of engagement we host, followed by some options on the different groups you would be interested in joining. You can select as many of these as you like. Once done, tap the 'Submit your request' button at the bottom of the page.

**Get involved options**

Which groups would you like to join?

- Customer Involvement
- Repairs Involvement
- Digital Involvement
- Resident Involvement

How would you like to be involved?

- SMS Messages
- Workgroups
- Surveys
- Phone call

**Submit your request**