

Portsmouth Assessment Service

The Assessment Service is FREE and has been specifically designed for tenants and leaseholders of Portsmouth City Council (PCC). It's the first step in a customer driven Housing Service process for dealing with neighbour nuisance and anti-social behaviour. It is also a route which may be accessed by neighbours affected by tenants and leaseholders of PCC.

The service is confidential and focussed on neighbour nuisance and anti-social behaviour, not on other housing issues. We are often able to identify ways of resolving problems and it is of course a method for dealing with issues informally, without the need for official action (e.g. removal of tenancy, formal police intervention)

When a local Housing or Police Officer refers your situation to our independent, impartial and confidential service then the following will apply.

- One of our Assessment team will contact you within two working days of your case being referred.
- We will make an appointment to visit you at your home and listen carefully to what you have to say.
- We will gather details of all that has happened so far.
- Our Assessment advisers have good conflict resolution skills they will discuss with you the various options available and advise you on the most appropriate way forward.





Our Core Values...

COMMUNITY

Community and family are at the heart of all that we do.

PROFESSIONAL

We believe that our clients and partners deserve an excellent service.

RESPECT

In all of our dealings we will seek to show everyone the utmost respect.

COMPASSION

Everyone needs compassion - we are motivated to be compassionate.

Portsmouth Mediation Service

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www.portsmouthmediationservice.org.uk



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