

Anti-Social Behaviour Policy

Introduction

The safety and wellbeing of our customers and colleagues is very important to us.

This policy explains how we deal with Anti-Social Behaviour (ASB) in our homes and communities. If you think you've been subject to ASB, use our ASB Toolkit on our website. Here you'll find a list of what is and what isn't ASB and how you can report it.

Objectives

We take any ASB seriously and are committed to working with all our customers and partners to tackle ASB.

We've split each objective into two sections to make it easier to understand. These are what we'll do and what that means for you, the customer.

Policy

Reporting ASB

What we'll do	What this means for you
Make sure all our customers know what is, and what isn't, classed as ASB by us.	All information is available on our website with our ASB Toolkit . You'll be clear on exactly what is and isn't okay in your home and community. If you don't have internet access, we can post this information to you.
Ensure reporting ASB is accessible, easy and that all our customers are aware of how to log a report.	You can contact us anytime via our website, by phone or email. Details of how to contact us can be found on our website . Reports can be made confidentially or by someone acting on your behalf.

Taking action against ASB

What we'll do	What this means for you
Respond quickly to any reports of ASB in line with our ASB procedure.	All reports will be taken seriously, with urgent cases taking priority.
Respond to urgent reports the same working day and start an investigation within one working day .	Urgent cases include any violence or threat of violence, hate crime and drug dealing. We will only be able to take action regarding drugs if the police have taken appropriate action.
Respond to non-urgent/persistent reports within 10 working days , including a risk assessment.	Non urgent/persistent cases include persistent or excessive noise, verbal abuse, intimidating behaviour, serious nuisance from pets and misuse of communal areas.
Ensure our Tenancy Enforcement Officers are aware of their responsibility when taking on ASB case management.	Tenancy Enforcement Officers will ensure any reported ASB case is dealt with in a fair and respectful manner.
Ensure every reported ASB case is dealt with individually, investigated thoroughly and appropriate action taken.	Tenancy Enforcement Officers will work with you to find a resolution, decide the right course of action and involve other agencies if appropriate.
Work in partnership with other agencies, local authorities and police to resolve cases.	If necessary, Tenancy Enforcement Officers will ask the appropriate agency to work with us and our communities to resolve disputes.

Building strong communities

What we'll do	What this means for you
Actively work with our customers and communities to reduce ASB.	New customers entering our homes will be asked if they have a previous ASB record.
Work with customers and the wider community to provide safe and sustainable communities where people want to live.	Any new homes we take on will be in locations that can foster a pleasant living environment. Any new builds will feature designs that guard against vandalism and promote community safety.

Make sure all our customers are clear about the legal rules laid out in their tenancy agreements.	All our tenancy agreements state that your household must not cause harassment, nuisance or annoyance to other residents. We'll review any reports of ASB when renewing agreements. We may also end tenancies due to serious ASB .
Ensure our customers know what's expected of them as individuals within our communities.	You'll be respectful to your neighbours and their life choices and always try to resolve disputes calmly before contacting us, if appropriate. You'll report any criminal behaviour to the police and work with us to resolve any reported cases.

Other related policies

- Allocations Policy
- Complaints Policy
- Data Protection Policy
- Domestic Abuse Policy
- Equality Diversity and Customer Care Policy
- Risk Management Framework and Policy
- Safeguarding From Abuse Policy
- Unreasonable Customer Behaviour Policy

Monitoring

This policy will be reviewed in accordance with the policy review programme.

Customer Consultation

We've used customer feedback to create this policy. This was done on Voice via a survey. Following this feedback, it was reviewed again to make it easier to understand. The final policy will include a summary of this feedback.

Equality impact assessment carried out: Initial screen

Person responsible for review: Director of Housing, Health & Wellbeing
Supported by: Successful Tenancies Manager
Ratified by: Executive Management Team April 2024
Date policy reviewed: April 2024
Date of next review: April 2026