



Policy Control	
Policy Name	Anti-social Behaviour Policy
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1.0 – Introduction

1.1 – What is Anti-Social Behaviour?

1.1.2 - There is no generally agreed description of Anti-Social Behaviour (ASB), therefore this policy derives the definition from the Anti-social Behaviour, Crime and Policing Act 2014 which defines ASB as:

1.1.2.1 - conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person

1.1.2.2 - conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

1.1.2.3 - conduct capable of causing housing-related nuisance or annoyance to any person.

1.2 – Harassment, or the danger of it, includes harassment on the basis of the nine protected traits referred to in the Equality Act 2010, i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion & belief, sex and, sexual orientation, as well as colour, ethnic or national origin, nationality, political beliefs, class, responsibility for dependents unrelated criminal offences or any other condition not justified in law which may interfere with the peace and comfort of, or cause offence to, any of the above persons.

1.3 - Some examples of anti-social behaviour are:

1.3.1 - Rowdy behaviour including verbal abuse, insults, bullying shouting, swearing

1.3.2 – Unacceptable noise

1.3.3 - Pets and animal nuisance

1.3.4 - Garden nuisance

1.3.5 - Graffiti

1.3.6 – Illegal drugs

1.3.7 - Alcohol related unacceptable behaviour

1.4 - This is not an exhaustive list of behaviours that fall within the definition of anti-social behaviour.

2.0 - Policy Goals

2.1 - The key goals that underline Reliance Social Housing's (RSH) work in relation to legal action and evictions are: -

2.1.1 - To prevent breaches of tenancy

2.1.2 - To prevent homelessness occurring by exhausting all other management remedies, where appropriate

2.1.3 - To encourage the assistance of tenants to observe to the terms of their tenancy wherever possible

2.1.4 - To provide early intervention and work with the tenant at all stages of the legal action and eviction process to prevent an eviction enforcement

2.1.5 - To customise action to the individual circumstances of the tenant with a sensitive and accommodating approach

2.1.6 - To solicit the relevant assistance from any appropriate agency for the tenant where a benefit could exist

- 2.1.7 - To only obtain an Eviction Notice as a last resort once other methods have failed
- 2.1.8 - To retain confidentiality so that any external discussions will not reveal the identity of the tenant
- 2.1.9 - To protect the wellbeing and interests of other residents in the community

3.0 - What are the Responsibilities of our Tenants?

3.1 - Within our Tenancy Agreements there are several statutory and contractual obligations. These include:

- 3.1.1 - Use of property
- 3.1.2 - Nuisance
- 3.1.3 - Violence towards staff
- 3.1.4 - Harassment
- 3.1.5 - Domestic Violence
- 3.1.6 - Damage to property
- 3.1.7 - Pets
- 3.1.8 - Care of the property
- 3.1.9 - Ensure that family and visitors, act in a considerate and reasonable way to others living in their community
- 3.1.10 - Taking, selling or storing illegal drugs

4.0 - Making a Complaint about ASB

4.1 - Complaints about ASB can be made in various ways

- 4.1.1 - in person
- 4.1.2 - by letter
- 4.1.3 - by telephone
- 4.1.4 - via email
- 4.1.5 - to a local authority (e.g. Environmental Health)
- 4.1.6 - via a resident representative
- 4.1.8 - via an M.P or Councillor
- 4.1.9 - via a Board Member
- 4.1.10 - as a formal complaint
- 4.1.11 - by way of a petition

5.0 - Tenancy Breach Procedure

5.1 - Tenancy Breaches may be reported by any person or organisation.

5.2 - Complainants may remain anonymous.

5.3 - All complaints will be taken seriously, even if the report is anonymous.

5.4 - When a report is received a detailed file note should be taken which includes the following information

- 5.4.1 - Complainant name and address
- 5.4.2 - Alleged Perpetrator name and address
- 5.4.3 - Date of complaint
- 5.4.4 - Details of the complaint (Who, What, When and Where)
- 5.4.5 - Any other information useful to the investigation

6.0 – Classifying ASB

6.1 – The table below shows the categories of tenancy breaches within RSH

Table 1 – ASB Classification

Risk Rating	Examples/Action Required
Low	Dog fouling, rubbish, minor noise such as doors banging or arguments etc.
Medium	Drug related, aggression (but not actual violence), threats, abandonments, persistent noise etc. and tenancy fraud. Repeated “Low” risk incidents impacting on the complainant’s quality of life.
High	All cases that involve violence, racial harassment, hate crime or put a person’s health and safety at risk (such as tampering with gas supplies) etc.

6.2 – All anti-social behaviour complains will be dealt with in line with our complaint policy.

7.0 - Actions we can take

7.1 - Once we have collected all the available information and evidence, and if the ASB is shown and continuing, we will determine the best way of trying to resolve the problem.

7.1.1 – Generally, we will explore non-legal remedies first, unless the behaviour is of a serious, persistent, or criminal nature

7.1.2 – The Police, local authorities and other third parties/agencies can use varying measure to complement our actions

7.1.3 - These actions may be taken in alongside with the action taken by us, they may also be more appropriate in cases where the ASB is not caused by RSH residents

7.2 - The following are some of the traditional non-legal ways available to tackle ASB.

7.2.1 – Mediation - This is a voluntary process in which qualified, skilled mediators acting as a neutral third-party help people who are in dispute to work together to solve their problem.

7.2.2 - Security patrols - **In unique circumstances**, to prevent severe ASB involving violence, to secure the safety of residents and/or staff, we may employ a temporary security patrol. This option will generally only be appropriate for supported housing schemes and will normally be used alongside legal remedies such as injunctions or possession.

7.2.3 - Police advice and help - The Police can provide guidance and may, on occasion, agree to extra patrols in an area as a short-term measure. In addition, they can provide crime prevention advice to residents and RSH.

7.2.4 - Community Caretakers - They can clear away litter, or, carry out regular patrols of communal areas and carry out spot checks.

7.2.5 - Involving Environmental Health - Local authorities can take numerous actions to deal with statutory nuisance. A visit by an Environmental Health officer and possibly a warning letter may help solve the problem.

7.2.6 - Involving local authority ASB Officers - Many local authorities have dedicated ASB Officers. They can give advice and take part in any action against offenders, along with the Police and other agencies.