

Policy Control	
Policy Name	Anti-Social Behaviour Policy
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RELIANCE SOCIAL HOUSING
GENERATE | ACQUIRE | DEPLOY

Anti-Social Behaviour Policy

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1. Introduction

1.0 – What is Anti-Social Behaviour?

1.0.1 The new Regulatory Consumer Standards now includes a Neighbourhood and Community Standard. This addresses anti-social behaviour and requires registered providers to RPs to have a policy in place to deter and tackle anti-social behaviour
(ASB) and hate crimes in neighbourhoods where social housing is provided, and which will need to be communicated to all tenants. This policy should also include ways tenants can seek the necessary support and assistance, which may include signposting them to agencies. RPs will have to publish data as part of the tenant
satisfaction measures on anti-social behaviour cases and tenant's satisfaction with their landlord's approach, in a drive to increase transparency. Although the Standards refers to "social housing Reliance will extend this policy to our Supported Exempt
Accommodation

1.0.2 - There are several UK laws that cover anti-social behaviour. The main pieces of legislation are:

a) Anti-social Behaviour, Crime and Policing Act 2014 This is the primary legislation dealing with anti-social behaviour in the UK. It provides a range of tools to tackle anti-social behaviour, including:

- Civil Injunctions
- Criminal Behaviour Orders
- Community Protection Notices
- Public Spaces Protection Orders
- Closure Powers
- Dispersal Powers

b) Housing Act 1996 This act gives social landlords the power to seek possession of property on grounds of anti-social behaviour.
c) Environmental Protection Act 1990 This covers noise and other nuisances that could be considered anti-social behaviour.
d) Noise Act 1996 Specifically deals with night-time noise in residential areas.
e) Clean Neighbourhoods and Environment Act 2005 Addresses issues like littering, graffiti, and other environmental anti-social behaviour.
f) Public Order Act 1986 Covers offenses like riot, violent disorder, and harassment.
g) Protection from Harassment Act 1997 While primarily focused on stalking, this can also apply to certain forms of anti-social behaviour.

1.1.2 These laws provide various definitions of anti-social behaviour and give local authorities, police, and housing providers different powers to address it. The Anti-social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

- Conduct that has caused, or is likely to cause, harassment, alarm or

distress to any person,

- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

1.1– 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.

- Noise nuisance
- Verbal abuse or harassment
- Drug-related activities

1.2 - Some examples that collectively define anti-social behaviour covering both our social housing and supported exempt accommodation include but not limited to are:

1.3.1 – Threatening, intimidating or rowdy behaviour 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
1.3.8 Vandalism or property damage
1.3.9 Persistent littering or improper waste disposal
1.3.10 Misuse of communal areas

1.4 - This is not an exhaustive list of behaviours that fall within the definition of anti-social behaviour other behaviours not explicitly listed could also be considered anti-social if they negatively impact the living environment or other residents.

2. Policy purpose and goals

2.0 Purpose

This policy aims to prevent and address anti-social behaviour within our supported exempt and social housing accommodation, ensuring a safe and respectful living environment for all residents.

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 agreements (social housing) and licence agreements (SEA)

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. What are the Responsibilities of our Tenants (SEA and Social Housing tenants)?

3.0 All residents are expected to:

- Respect other residents, staff, and neighbours
- Refrain from engaging in any form of anti-social behaviour
- Report incidents of anti-social behaviour to staff

4. Reporting Procedures Residents and staff can report anti-social behaviour by:

- Informing on-site staff verbally or in writing
- Using the dedicated reporting hotline: [Insert number]
- Completing an incident report form

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. Reporting Procedures - Making a Complaint About ASB

4.1 - Residents and staff can report anti-social behaviour by:

- Informing on-site staff (our managing agent representatives or Community Liaison Officer/other Reliance staff verbally or in writing (letter; email)
- Using our complaints number
- Completing an incident report form
- Contacting an MP or Councillor
- Contacting a Reliance Board member

- Raising a formal complaint
- Raising a petition

5. Tenancy and Licence Breach Procedure

5.0- Tenancy (social housing) and licence (SEA) breaches may be reported by any person or organisation.

5.1- Complainants may remain anonymous.

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

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

5.3.1 - Complainant name and address

5.3.2 - Alleged Perpetrator name and address

5.3.3 - Date of complaint

5.3.4 - Details of the complaint (Who, What, When and Where)

5.3.5 - Any other information useful to the investigation

6.Classifying ASB

6.0– 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.

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

7. Actions we can take to respond to incidents

7.0 We will:

- Investigate all reported incidents promptly
- Document all complaints and actions taken
- Keep contemporaneous notes of all meetings and discussions with the complainant and other parties involved (e.g. local MP, police, other residents, other external agencies)
- Maintain confidentiality where possible, in particular with respect to Data Protection and GDPR
- Collaborate with local authorities and other agencies as necessary

7.1 Once we have collected all the available information and evidence, and if the details of the incident fit the description on and is 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 alongside 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.

8.0 Policy Review

8.1 This policy will subject to review every two years by the Tenant Support department unless changes in legislation require immediate action to be taken. Any changes to the policy will be subject to approval by the Board.

Version No.	Changes	Made by	Date
1	None – policy created	n/a	April 2024
1a	Format only	Company Secretary	August 2026