

Anti-Social Behaviour

Policy

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Responsible Executive:	Director of Operations		
Ratifying Authority:	Executive Team	Date ratified:	March 2025
Date of previous review:	July 2018	Date of next review:	March 2028
Details of Consultation Internal and External:	Internal Consultation Only		
Equality Impact Assessment:	YES	Date conducted: 31 July 2018 and reviewed in March 2025 Conducted by: Mojisola Oladipupo and Reviewed by Andy Chequers	
	Results: No Negative Impact		
Frequency of Review	This policy will be reviewed every three years or more frequently if required to ensure that it complies with any changes in good practice, legislation or regulation.		
Status	Final		
Version No.	1		
File path	Housing Management Policy Register SharePoint		
Related Policies	• Equality, Diversity, and Inclusion • Bullying and Harassment • Domestic Violence • Lone Working • CCTV • Safeguarding for Children and Young Adults • Safeguarding and Protection of Adults at Risk • Complaints • Tenancy Policy • Tenancy Agreement		
Appendices	• None		

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1. Introduction and rationale to policy

Housing for Women (HfW) recognises that anti-social behaviour (ASB) has a serious impact on residents, communities, and staff. This policy outlines our approach to preventing and addressing ASB through early intervention, enforcement, and support for victims and perpetrators.

HfW believes that tackling the causes of anti-social behaviour is key to creating sustainable communities. We are committed to working with residents, local authorities, police, and other agencies to ensure communities remain safe and sustainable.

2. Policy Statement Scope and Aims

2.1 Policy Statement

This policy outlines our approach to tackling ASB, through prevention, enforcement, and support. The purpose of this policy is to prevent, minimise and take appropriate action to ensure that ASB is tackled and eradicated as far as is possible.

This policy sets out what we expect from our residents and service users and what they can expect from us to protect their right to peaceful enjoyment of their home and their community.

HfW accepts that:

- Everyone has the right to their chosen lifestyle provided this does not have a negative impact on the quality of life of others or lead to damage to property. This implies tolerance, consideration and respect for the requirements and needs of others.
- HfW has a duty as landlord to ensure that such ASB is met with swift and appropriate action.
- The Local Authority and Police have a wider role within the arena of the public interest to promote and protect the interests of those living within their boundaries.
- HfW will make it clear to our residents, service users, their households and their visitors and any person who is seeking or entering into a tenancy or lease, that ASB is unacceptable and if it arises it may lead to action being taken against them.

2.2 Scope

This policy applies to:

- All tenancy types, including assured, secure, assured shorthold, supported housing, license agreements, shared ownership, and private rental / commercial properties managed by HfW.
- All residents, leaseholders, shared owners, visitors, and contractors in our properties.
- Staff members and contractors who experience ASB while performing their duties.

- The policy applies to all employees as well as those employed by and providing services to HfW. This includes temporary agency workers, contractors, and consultants. It also covers situations where these workers experience anti-social behaviour while carrying out their duties.

The policy provides that:

- We will respond to reports of anti-social behaviour (ASB) from whatever source if it is alleged that our residents, members of their household, or visitors are perpetrators of ASB at and around our properties.
- We are committed to finding ways of acting with and on behalf of our residents who experience ASB caused by people who are not our residents; and
- We will provide a range of measures designed to prevent ASB.

2.3 Policy Aims

- To ensure that the relevant employees of HfW are trained and equipped to respond swiftly and effectively to reports of ASB and prevent reports escalating into more serious incidents.
- To raise awareness amongst residents, staff and other relevant stakeholders of the tools and powers available (as well as constraints), to tackle ASB.
- To minimise the amount of ASB that our residents experience through preventative action, rehabilitation of perpetrators and community cohesion activities including diversionary activities for young people.
- To develop and maintain effective partnerships with local and national agencies with whom we can collaborate in tackling ASB.

3. Definitions

3.1 ASB is defined as:

- Conduct causing or likely to cause, harassment, alarm, or distress to others (Anti-Social Behaviour, Crime and Policing Act 2014).
- Behaviour that causes nuisance or annoyance in housing-related contexts (Housing Act 1996, as amended).

3.2 Examples include (but are not limited to):

- Harassment, intimidation, or threats (including online abuse).
- Drug use or dealing in or around properties.
- Noise nuisance (e.g., persistent loud music, shouting).
- Vandalism or property damage.
- Domestic abuse (as defined under the Domestic Abuse Act 2021).
- Hate crimes based on race, religion, disability, gender identity, or sexual orientation.
- Environmental ASB, such as fly-tipping, graffiti, or misuse of communal spaces.

4. Legal and Regulatory Framework

This policy aligns with:

- Anti-Social Behaviour, Crime and Policing Act 2014 (Powers such as Injunctions, Community Protection Notices, and Closure Orders).
- Housing Act 1996 (Grounds for possession and enforcement powers).
- Domestic Abuse Act 2021 (Recognition of ASB related to domestic abuse).
- Police, Crime, Sentencing and Courts Act 2022 (Strengthened police powers on ASB).

- Homes England Neighbourhood and Community Standard (Obligations for housing providers to prevent and tackle ASB).

5. Prevention & Early Intervention

HfW aims to prevent ASB through:

- Clear tenancy agreements outlining acceptable behaviour.
- Early intervention strategies, such as mediation and Acceptable Behaviour Contracts (ABCs).
- Community engagement initiatives, including resident meetings and youth diversion activities.
- Multi-agency working with police, local councils, and support services.

6. Reporting & Investigation Procedures

Residents can report ASB via:

- Phone, email, online portal, or in person.
- Anonymous reports, which will be logged and investigated where evidence allows.

7. Response Times:

Category	Definition	Response time
Category A	Severe ASB – Threats of violence, hate crime, or serious criminal behaviour.	Within 1 working day
Category B	Serious ASB - Persistent noise nuisance, harassment, or drug-related ASB.	Within 5 working days
Category C	Low-Level ASB - One-off noise complaints, minor disputes.	Within 10 working days Advice provided, and monitoring, as necessary.

HfW will agree an action plan with those affected by ASB and We will keep complainants informed throughout the investigation process.

8. Support for Victims & Witnesses

HfW will:

- Provide risk assessments and personalised safety plans for victims.
- Offer referrals to specialist support services.
- Assist in re-housing victims in high-risk cases where necessary.
- Protect confidentiality and ensure victims are supported throughout legal proceedings.

9. Action Against Perpetrators

If ASB persists, we may take the following actions:

Non-Legal Actions:

- Warning letters and mediation.
- Acceptable Behaviour Contracts (ABCs).

- Good Neighbour Agreements.

Legal Actions:

- Injunctions to prevent ASB (ASB, Crime and Policing Act 2014).
- Community Protection Notices (CPNs) for ongoing ASB issues.
- Closure Orders for properties involved in severe ASB.
- Possession proceedings (eviction) as a last resort.

10. Partnership Working

HfW works in partnership with:

- Local Authorities (e.g., Environmental Health for noise issues).
- Police & Community Safety Teams (joint enforcement action).
- Support Organisations (e.g., domestic abuse charities, mental health services).

11. Staff Protection & Training

HfW takes the safety of staff seriously and will:

- Take action against anyone harassing or threatening staff.
- Ensure lone-working policies are followed.
- Provide ASB training for staff to improve response effectiveness.

12. Monitoring & Review

- Monthly ASB case reviews to ensure compliance and best practice.
- Annual resident satisfaction surveys to assess ASB response effectiveness.

13. Resident's Responsibilities

We expect our residents not to commit, or allow their family, household members, visitors, or pets to commit acts of ASB. This includes harassment, noise nuisance, annoyance, or disturbance, whether to other residents, their visitors, or other people in the area, such as our staff and contractors.

In addition to the legal responsibilities set out in their tenancy or lease agreement, we will expect all residents to:

- Take responsibility for minor personal disputes with their neighbours and to try to resolve any such problems themselves in a reasonable manner.
- Where appropriate, talk to their neighbour first to try to resolve any pet or noise-related problems.
- Report incidents of ASB.
- Report crimes, including threats or acts of violence, to the Police.
- Report noise nuisance to the Local Authority Environmental Health Department.
- Respect other peoples' right to their chosen lifestyle and be tolerant of everyday, reasonable level of disturbance; examples may include cooking smells, babies crying or religious practices.
- Work and cooperate with us fully to resolve disputes/issues, for example by providing us with updates of incidents, attending mediation, providing witness statements, attending court etc.

When a resident fails to engage with us during a case investigation and this impedes our ability to address the issues being raised, we may close the case.

14. Further information

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