INFORMATION FOR COUNCIL TENANTS

DEALING WITH ANTI SOCIAL BEHAVIOUR - OUR POLICY

Anti-social behaviour policy (ASB)

The Anti-social Behaviour Act 2003 and the Homes and Communities Agency Regulatory Standards require us to publish a statement of our policies and procedures with regard to anti-social behaviour. This document is designed to give a clear statement of our approach to anti-social behaviour and the way we intend to work together with customers and other organisations.

We believe that all residents are entitled to the quiet enjoyment of their home and their local environment. We will work to try to ensure that as far as possible this is achieved. We wish to ensure that our homes and estates are sustainable and recognise the importance of involving our tenants and the wider community in plans to address anti-social behaviour.

Your obligations

Anti-social behaviour (ASB) is a breach of your tenancy conditions.

When you signed your tenancy agreement you undertook not to commit acts of ASB. You also agreed that you would not allow anyone living with you or visiting you, (including children) to carry out any acts of anti-social behaviour in your home, or in the area where you live.

What is anti-social behaviour

The Anti-social Behaviour Act 2003 defines anti-social behaviour as:

“Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects, the housing management functions of a relevant landlord.”

The Crime and Disorder Act 1998 defines anti-social behaviour as:

“Any behaviour that caused or was likely to cause harassment, alarm or distress.”
Anti-social behaviour can be anything from low-level persistent nuisance to serious violent behaviour. It includes all behaviour that impacts negatively on residents’ quality of life in and around their homes.

Your tenancy agreement lists examples of behaviour that we consider to be anti-social. There is more information on the Council’s website. Examples of anti-social behaviour include:

- Unreasonable noise
- Criminal behaviour
- Harassment
- Intimidation
- Making threats against people or their property
- Domestic violence
- The use, sale or cultivation of illegal drugs
- Alcohol abuse
- Verbal abuse
- Assault or threatening to assault someone
- Damage to property
- Damage to our estates
- Leaving rubbish in communal areas
- Graffiti and vandalism
- Rowdy behaviour
- Abandoned vehicles – including cars, vans, trailers and caravans
- Vehicle repairing that is an eyesore and a danger to the public
- Excessive noise from vehicles

**Prevention**

We recognise that one of the most effective ways to tackle anti-social behaviour is to take a preventative approach. We will use the following prevention measures, where appropriate.

- Clear information and messages when you sign for your tenancy
- A tenancy agreement which prohibits anti-social behaviour and which
  Gives clear examples of behaviour we consider unacceptable
- Using introductory tenancies
- Clear messages at sign up
- Regular estate inspections to identify potential problems
- Working with tenants and partners including the police, County Council and the
  fire service to develop effective prevention strategies
- Providing support through our tenancy support officers

**Enforcement**

Evidence shows us that taking prompt, proportionate action will often resolve ASB issues at an early stage and prevent behaviour from escalating or spiralling out of control. Taking swift action for all reported incidents of ASB demonstrates a landlord’s commitment to protecting individuals and communities, and will in turn increase public confidence and encourage reporting of incidents.
We take an incremental approach to dealing with anti-social behaviour as outlined in our procedures. We have a wide range of tools available to tackle anti-social behaviour. The options we choose to take will vary from case to case and include:

- Mediation
- Acceptable Behaviour Contracts (ABCs)
- Parenting contracts
- Injunctions – with power of arrest where appropriate
- Anti-social Behaviour Orders (ASBOs)
- Demoted tenancies
- Suspension of the right to buy
- Refusal of mutual exchange request or transfer
- Notice of Seeking Possession (NOSP)
- Notice of Possession Proceedings (NPP)
- Suspended possession order
- Possession order
- Eviction

**Support**

We recognise the need to support residents who from time to time have difficulty in managing their tenancy because of mental health, issues, learning disabilities, physical disabilities, special needs or older people.

We recognise that anti-social behaviour may be stopped or resolved by appropriate support to vulnerable groups like young people, ex-offenders, those misusing drugs and/or alcohol and those through the care system. We will support and protect complainants and witnesses in order to take swift and appropriate action.

We will also support perpetrators to enable tenancies to be sustained where appropriate.

**Service Standards**

We will make initial contact within 1 working day for serious cases and 5 working days for non-serious cases.

We will work with each customer to agree an action plan for managing their case. This will include agreeing on the method and frequency of communication throughout the case. We will review all open cases after 3 months.

If we feel a case should be closed, we will discuss this with the customer and give them an opportunity to appeal.

After a case is closed we will conduct a satisfaction survey.