🏠 Anti-Social Behaviour Policy (ASB)

Policy 043

1. Who this applies to

This policy applies to everyone living in our homes, including:

- **General needs** and **key worker** tenants
- **Extra care** accommodation residents
- **Partial ownership** residents
- **Specialist** and **Supported Accommodation**

2. What is Anti-Social Behaviour?

Anti-social behaviour (ASB) is when someone acts in a way that causes:

- 😠 Annoyance
- 😟 Distress
- 😨 Alarm
- 👿 Harassment

Important: We may not class an incident as ASB if it is not **regular and persistent**, or if there is no **risk of harm**, even if it is upsetting.

3. Examples of ASB

- **Aggression:** Verbally abusive, threatening, or intimidating behaviour.
- **Drugs:** Using or dealing drugs in the property or local area.
- **Noise:** Persistent loud shouting, arguing, or playing music/TV so it can be heard outside. This may include excessive noise late at night or early in the morning, repeated disturbances, or noise that unreasonably interferes with another person's ability to enjoy their home.
- **Pets:** Ongoing nuisance such as excessive dog barking.
- **Vehicles:** Dangerous or repeated car revving, speeding, untaxed, abandoned, or significantly damaged vehicles left on communal land or causing an obstruction.
- **Nuisance:** Regular bonfires or BBQs that cause issues.
- **Vandalism and Criminal Damage:** Deliberate damage to homes, communal areas, vehicles, or other property, including graffiti or damage to shared spaces.
- **Hate Crime:** motivated by race, gender, sexuality, age, disability.
- **Environmental ASB:** Fly-tipping, abandoned items, misuse of communal areas, deliberate damage to communal spaces, or behaviour that affects the cleanliness, safety, or enjoyment of shared areas.

- **Harassment, Intimidation and targeted Behaviour:** Repeated behaviour intended to frighten, upset, threaten, or pressure another person, including stalking, unwanted contact, or targeted abuse.

4. What is not Anti-Social Behaviour

Some things may be upsetting and annoying but are part of normal everyday life:

- Normal household noise (doors, washing machines)
- Children playing
- One-off parties (e.g. birthdays, Christmas)
- People being unpleasant or rude (but not threatening)
- Occasional noise like alarms
- Parking disagreements (unless they become aggressive)
- Accidental damage or minor wear and tear (unless caused deliberately or through neglect)

5. Neighbour Disputes

Not every disagreement between neighbours is anti-social behaviour. Everyday disagreements, differences in lifestyle, or minor conflicts may not meet the threshold for ASB.

We will assess each situation individually and may offer advice, communication support, mediation, or signposting to help residents resolve issues where appropriate.

Where behaviour causes harassment, alarm, distress, or risk of harm, we will take appropriate action under this policy.

6. Our Approach

We take a balanced and proportionate approach focusing on problem solving to manage reports of anti-social behaviour. We will:

- **Initial Assessment:** We will carry out each report to determine risk and appropriate action.
- **Self-help:** We encourage you to speak to your neighbour first if it is safe. A friendly word or a polite letter can often solve things quickly.
- **Partnerships:** We work with partner agencies including Police, Environmental Health, and support services. to resolve incidents.
- **Respect:** We treat everyone fairly, regardless of background, and consider support needs for those with disabilities or mental health issues.
- **Take action:** that is reasonable and proportionate, in line with tenancy, lease or licence.
- **Evict:** if there are breaches to the tenancy agreement, Lease or Licence when the tenant's behaviour is a risk to another person(s).

We recognise that some cases involve vulnerability (e.g. mental health, disability, or addiction). We will:

- Consider support needs
- Work with appropriate services
- Take safeguarding action where required

Every case is different, so solutions will vary.

7. Resident Responsibilities

- Residents are responsible for their own behaviour and the behaviour of anyone living in, visiting, or connected with their home.
- This includes ensuring that household members, visitors, and guests do not cause anti-social behaviour, nuisance, or disturbance to others.
- Where ASB is caused by visitors or other people connected to a tenancy, lease, or licence, we may take action against the resident if they have failed to take reasonable steps to prevent or address the behaviour.

8. Report Anti-Social Behaviour

You can report ASB by contacting GHA:

- 📞 Phone: 01481 245530
- 📧 Email: ghaenquiries@gha.gg
- 🌐 Online: www.GHA.gg
- 👮 Housing Officer
- GHA Portal

We will assess the risk and respond accordingly.

🚨 In an emergency or if a crime is taking place, always call 999 immediately.

9. Partnership Working 👥

We work with partner agencies where appropriate, including:

- 🚓 Police
- 🧕 Environmental Health
- 👔 Social services
- 🫶 Support organisations

Information may be shared in line with data protection laws where necessary to prevent harm or resolve ASB.

10.Priority Levels Response Times

We aim to respond as quickly as possible based on risk:

- 🔴 High Priority (Level 1): Targeted at an individual or group. We aim to respond within 1-2 working day
- 🟠 Medium Priority (Level 2): Affecting the local community (e.g., loud shouting). We aim to respond within 3–5 working days
- 🟢 Low Priority (Level 3): Environmental issues affecting communal areas. We aim to respond within 5–10 working days

We will keep you updated regularly and agree a communication plan with you. Every case is different, so solutions will vary.

11. How We Deal With Cases

We aim to resolve issues early and informally where possible.

First steps:

- Offer advice and guidance
- Encourage you to speak to your neighbour (if safe)
- Suggesting informal resolution

Further actions may include:

We use different methods depending on the situation:

- 📞 **Communication:** Phone calls or visits to discuss the complaint with all parties.
- 📝 **Evidence:** We may ask you to keep a diary of events.
- 🤝 **Mediation:** Professional help to help neighbours reach an agreement.
- 👮 **Joint Action:** Visits with the Police or warnings/behaviour contracts.
- ⚠️ **Warning letters**
- 📄 **Behaviour agreements**
- 📢 **Noise Monitoring:** Environmental Health may install equipment. If the noise is a "Statutory Nuisance" (a legal term for severe noise), it is a breach of your agreement.
- ⚖️ **Legal Action:** This includes Restorative Justice, Starter Licence extensions, or Injunctions.
- 🏠 **Eviction:** As a last resort for serious breaches or risk of harm. We will require you to provide evidence and possibly attend court as a witness

Where appropriate, we will work with individuals causing ASB to address underlying issues and prevent escalation.

We aim to resolve issues early and informally where possible.

12. Serious Cases

We may take enforcement action, including eviction, if:

- Tenancy rules are broken
- Someone is at risk of harm
- Behaviour is serious and ongoing
- Deliberate or repeated vandalism, graffiti, or criminal damage.

13. Serious Types of ASB

Some behaviour is treated with higher priority, including:

- Hate-related behaviour (e.g. racism, homophobia, disability-related abuse)
- Domestic abuse or controlling behaviour
- Deliberate or repeated vandalism, graffiti, or criminal damage, particularly where it targets an individual, creates fear, or affects the safety and enjoyment of the community.

👉 If you are in Immediate Danger, if you feel unsafe or a crime is happening, call 999

These cases may be fast-tracked and handled with partner agencies.

14. ℹ️ Your Information

We will handle your information sensitively and keep it as confidential as possible.

We may share information with partner agencies (such as the Police or other services) where necessary to:

- Prevent harm
- Investigate anti-social behaviour
- Take appropriate action

We will only share information in line with data protection laws.

In some cases, such as legal proceedings, we may need to share your identity. If this happens, we will explain this to you.

15. Evidence 🕵️

To help us take action, you may be asked to provide evidence such as:

- Dates and times of incidents
- A diary of events
- Photos, recordings or other supporting information (where appropriate)

16. Support Available

We support everyone involved where appropriate.

We will:

- Assign a Housing Officer to your case
- Agree what outcome you are hoping for
- Create an action plan with you
- Help identify support needs
- Work with support agencies where needed
- Keep you informed throughout your case
- Referring to specialist services where appropriate
- Support you if court attendance is required

We will take a victim-centred approach, considering the impact on those affected and prioritising cases where there is risk of harm.

We will follow safeguarding procedures where there are concerns about children or vulnerable adults.

17. Closing a Case

We will close a case when:

- ✅ The issue is resolved
- ✅ All possible action has been taken
- ❌ There is not enough evidence
- ❌ The complainant does not provide required information

We will inform all parties when a case is closed.

18. Unreasonable Complaints

Everyone has the right to report ASB.

However, action may be taken if complaints are:

- False
- Malicious
- Repeated without good reason

We will continue to support genuine reports of ASB. However, where a person repeatedly makes unfounded complaints, refuses reasonable advice, or uses the reporting process inappropriately, we may review how future reports are managed.

19. Equality / Fairness Statement

We are committed to treating all residents fairly and will not discriminate based on any protected characteristic.

20. Complaints About Our Service

If you are unhappy with how your case has been handled, you can make a complaint through our complaints process.

Everyone has the right to report ASB.

21. Need Advice?

If you're unsure whether something is ASB, contact us — we're here to help.

22. Policy Info

- Approved: June 2026
- Review due: June 2028