

## Anti-Social Behaviour Policy

### 1. Introduction

- 1.1. ReSI Homes Limited (**ReSI Homes** or the **Company**) are committed to tackling Anti-Social Behaviour (“ASB”) as it is aware of the significant negative impact it can have on the lives of its residents and the communities and neighborhoods it serves. ASB covers a wide range of behaviours, from low-level nuisance to serious harassment, which can damage quality of life and interfere with the ability of people to use and enjoy their home and/or community.
- 1.2. ReSI Homes will not tolerate nuisance or ASB directed towards its residents, their visitors, staff, or any others engaged in lawful activity in the locality of its homes, including colleagues, contractors and others acting on ReSI Homes’ behalf.

### 2. Purpose

- 2.1. This policy sets out clear guidelines on how ReSI Homes will deal with ASB.
- 2.2. Our aim is to ensure that their customers and colleagues can enjoy a peaceful and safe environment in which to live, work and play; this applies to all our properties and communities whether rented, leased or otherwise.
- 2.3. ReSI Homes will ensure that all of its customers are aware of the need to comply with all of the obligations in their tenancy agreement or shared ownership lease.

### 3. Scope

- 3.1. This policy applies to all customers that live in homes owned or managed by ReSI Homes, and all visitors to properties and estates owned or managed by ReSI Homes.

### 4. Definitions

- 4.1. Anti-Social Behaviour is defined by Part 1 of the Antisocial Behaviour, Crime & Policing Act 2014, 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”.

4.2. Examples of anti-social behaviour include: (but are not limited to):

- Harassment;
- Loud music;
- Violence, threats of violence or abusive behaviour;
- Damaging property;
- Criminal activity;
- Abuse of staff;
- Hate behaviour that targets members of identified groups because of their perceived differences (see below);
- Domestic abuse.

4.3. Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. ReSI Homes bases the definition of harassment on the Equality Act 2010:

- “Any unwanted behaviour affecting a person’s well-being or dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment”.

## **5. Policy and Approach to ASB**

5.1. Our aim is to achieve a balance between prevention, enforcement and support. We will use a range of ways to resolve anti-social behaviour, including:

- Early intervention and prevention to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process
- Use the full range of non-legal and legal tools available;
- Partnership working where appropriate.

5.2. This general aim is reflected in our three-stage approach to dealing with ASB:

- Prevention - We use a number of preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about expectations of our customers when they move in.
- Working with partners to intervene - If customers report ASB, our first step is to ask customers to keep a record of incidents and ask customers to contact the Police in an emergency. What intervention we use will depend on the type of ASB reported. Sometimes we may not be able to solve the problem alone. We will work with the police or other partners to tackle ASB.
- Supporting legal action – If the ASB continues and there are no other options for stopping it, we will take legal action (where relevant and appropriate). We will support witnesses through the process and work with our partners.

5.3. ReSI Homes will need to exercise their professional judgement when assessing whether or not a report is actionable (and that it meets the definition of ASB). In appropriate cases where we cannot take action we will:

- offer customers mediation;
- signpost them to other agencies; or
- liaise with partner agencies, to see if they can assist.

## **6. Customer Responsibilities**

6.1. We expect our residents to show consideration to their neighbours and their community, and not to commit, or allow their family or visitors to commit acts of ASB. This includes harassment, noise nuisance, annoyance or disturbance, to other residents, their visitors or other people in the area, including colleagues and contractors.

6.2. In addition to the contractual responsibilities set out in their tenancy agreement or lease, we will encourage customers to:

- Report all crimes, including threats or acts of violence, to the police
- Report all incidents of ASB, harassment and domestic abuse to ReSI Homes and the relevant statutory agencies
- Take responsibility for minor personal disputes with their neighbours and to try to resolve such problems themselves in a reasonable manner

- Respect other peoples' right to their chosen lifestyle and everyday reasonable level of disturbance
- Work with us to resolve disputes/issues, for example by reporting incidents, providing witness statements, attending court etc

## **7. Safeguarding**

- 7.1. We aim to ensure that employees or officers of ReSI Homes when performing housing management functions or anyone else working for us is trained to identify and prevent safeguarding issues, and understands the different aspects of safeguarding, that they have a duty to report.
- 7.2. Where children are involved or where there is an adult at risk, or vulnerabilities in the household and there is risk of harm, safeguarding concerns will always be raised. The case owners will liaise closely so that information is shared and updated, and we can work together with our customers to ensure their wellbeing.

## **8. Working with Partners**

- 8.1. ReSI Homes recognises the roles of other agencies and we are committed to working in partnership with them at strategic and operational levels aiming to tackle antisocial behaviour and support complainants and witnesses.
- 8.2. Where it is deemed appropriate, complainants or reports will be referred to partner agencies, such as the local authority and the police, to deal with. In these cases, we will support and work with them and our own actions will be guided by their findings and outcome.

## **9. Policy Management**

- 9.1. The Board has overall responsibility for this policy.

## **10. Background Documents**

- 10.1. This policy should be read in conjunction with the following legislative and regulatory documents and policies:

- Antisocial Behaviour, Crime & Policing Act 2014;
- Equality Act 2010;
- Home Office: ASB powers, statutory guidance for frontline professionals;
- Regulator of Social Housing's Neighbourhood and Community Standard.

## **11. Monitoring and review**

- 11.1. The policy will be reviewed every two years unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

**20 February 2023**