

Anti-Social Behaviour Policy

1. Introduction

- 1.1. ReSI Homes Limited (**ReSI Homes** or the **Company**) are committed to tackling Anti-Social Behaviour (**ASB**), harassment and hate crime 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 for ReSI Homes on addressing ASB and hate incidents affecting its customers and/or people living and visiting the premises owned by ReSI Homes.
- 2.2. Our aim is to ensure that 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.

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”.

4.4. Hate Incident is any incident perceived by the victim, or any other person, to be motivated by prejudice towards them because of their race, religion, sexual orientation, disability or transgender identity.

4.5. A hate crime is defined as any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person's race, religion, sexual orientation, transgender identity or disability. This can include harassment, a form of violence and/or damage to property.

5. Policy and Approach to ASB and Hate incidents

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, prevention and referral to appropriate agencies to help resolve the problem as quickly as is possible
- Use the full range of non-legal and legal tools available;
- Working collaboratively with other local partnership agencies including the Police and Local Authority services (where appropriate).

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

- Prevention - We use a number of preventative measures to stop ASB from happening. This includes being clear about expectations of our customers when they move in and at the point of sign up, we will provide our customers with relevant information of ASB via resources eg, our website.
- Working with partners to intervene - If customers report ASB, our first step is to ask customers to keep a record of incidents, we will ensure that all reports of ASB are properly investigated, taking into account any vulnerabilities and safeguarding concerns, we will 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.
- Enforcement by 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. Approach to hate crimes

- 6.1. Where an incident of hate crime is reported to ReSI Homes, and it effects on of our customers we will encourage the victim to report the incident to the Police and other relevant agencies so that they can investigate. We will make safeguarding referrals to the Local Authority where appropriate. If the allegation relates to our customer, we will deal with such allegations in the context of breaches of tenancy or lease. We will also support victims by signposting to specialist services.

7. Customer Responsibilities

- 7.1. We expect our customers 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.
- 7.2. 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 or their property manager and the relevant statutory agencies. **Customers have a right to be supported by a representative or an advocate regarding our landlord services.**
 - 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

8. Safeguarding and Training

- 8.1. We aim to ensure that property managers and officers of ReSI Homes when performing housing management functions are trained to identify and prevent safeguarding issues, and understands the different aspects of safeguarding, that they have a duty to report.

- 8.2. We will ensure that property managers and officers of ReSI Homes dealing with ASB and hate crime have the necessary knowledge and/or experience to deal with reports of ASB and hate incidents/ crime.
- 8.3. 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.

9. Working with Partners

- 9.1. 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.
- 9.2. In all cases, where it is deemed appropriate, complainants or reports of ASB 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.

10. Equality and Diversity

- 10.1 ReSI Homes is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 10.2 . This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010.
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

11. Policy Management

11.1. The Board has overall responsibility for this policy.

12. Background Documents

12.1. 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.

13. Monitoring and review

13.1. 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.

24 November 2025