

# Anti-social Behaviour (ASB) Policy

## Housing Management

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## 1. Headline messages

- Our residents have the right to enjoy their homes and not be subjected to anti-social behaviour from other residents or their visitors.
- We will listen and act by working to prevent, identify, and respond effectively to all reports of ASB.
- We will take prompt action to deal with ASB before it escalates and will work with relevant partners to meet our responsibilities.

## 2. Aims of the policy

This policy sets out our approach to preventing and handling anti-social behaviour (ASB).

We understand the serious impact that ASB can have on our residents and communities. Through this policy our aim is to bring the ASB (and associated impact) to an end quickly and decisively.

## 3. Scope

This ASB policy applies group wide, in response to all reports of ASB. This policy covers all residents, tenants and leaseholders and their visitors, whether they are the alleged perpetrator or the reporting party.

### Definitions:

- **Anti-social behaviour** – The legal definition of housing related ASB is set out in Anti-social behaviour, Crime & Policing Act, 2014 as “conduct capable of causing housing related nuisance to any person”.
- **‘Reporting party’** or **‘complainant’** is someone who reports an alleged incident of ASB
- **‘Victim’** will typically have been hurt, damaged, or suffered as a result of the action of the alleged perpetrator.
- **‘Witness’** will have seen or heard an event happening which is alleged to be ASB
- **‘Other party’** or **‘alleged perpetrator’** is someone who is accused or been found to have committed ASB
- Hate crime: any crime or incident which is perceived by the complainant or any other person to be motivated by hostility or prejudice towards a person’s race, religion, sexual orientation, disability, or gender identity. The Association of Chief Police Officers distinguishes between a hate incident and a hate crime:
  - **A hate incident** is any incident which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated or prejudice or hate.
  - **A hate crime** is any incident which constitutes a criminal offence and is perceived by the victim or any other person as being motivated by prejudice or hate.

L&Q will use the definition found in the Equality Act 2010 to identify hate-related harassment:

*“Unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.”*

## 4. Policy approach

Where it is our responsibility, we will take prompt, appropriate and decisive action to deal with ASB before it escalates. We will work with relevant partners (e.g., local authorities and police) to meet our responsibilities.

We do so by working to several core principles:

1. When assessing and taking action on ASB, we consider both the behaviour type and the impact/harm that it is causing.
2. We are open and honest with our residents. We will manage expectations about what is possible and will empower them to be part of the solution.
3. We aim to use a strong partnership approach where useful, ensuring all known information is used in decision making and a wide range of solutions considered.
4. We use a wide range of tools to tackle ASB, both informal and legal. Where possible, we intervene early, using non-legal tools. However, we decide the best and most proportionate tool to us on a case-by-case basis.
5. We promote mediation as we recognise that there is often a need for those who have perpetrated ASB to engage positively to repair relationships and build common understanding
6. Some people causing ASB may have additional needs. We try to recognise these needs, provide necessary support/referrals and consider them as part of our decision making process.

### 4.1 What is ASB?

The definition of ASB is a subjective one, based on how the behaviour is making someone feel. It is a low threshold, which can cause difficulty when coupled with the fact that everyone has different tolerances, perceptions, and expectations. We will consider each report based on the views and circumstances personal to the complainant.

To help us decide whether a report should be dealt with under this policy or our ASB policy, we will consider the following factors:

1. What is the intention of the behaviour? Is the behaviour purposefully or knowingly disruptive
2. What is causing the behaviour that the reporting party is telling us about? Is it unreasonable activity?
3. How often is it occurring?
4. How long does it last?
5. What times of day is it happening?
6. What impact is it having on the reporting party?

An indicative list of ASB is given in **Appendix E – ASB sub-categories**, however, assessment of whether something is ASB should be made on a case by case basis, considering the questions above.

#### Non-ASB behaviour

There will be times where a complainant considers something to be ASB, where it is not appropriate to categorise it in that way. Behaviour that is not assessed to be appropriate to be categorised as ASB will be treated under our *Good Neighbourhood Management policy*.

Behaviour which may cause nuisance but not rise to ASB may include, but is not be limited to:

- Noise from everyday living, including children playing, babies crying, washing machines. This includes this type of noise occurring at unusual times because of different work/shift patterns, though we would expect residents to restrict noise (e.g., from DIY work) where it is likely to disturb sleep (between 10pm and 7am);
- Lifestyle differences, e.g., smells from cooking, minor car repairs, putting rubbish out on the wrong day, parking in the wrong bay.

If we make the decision that something reported to us is not ASB, we will clearly explain this to the complainant and provide any suitable advice and guidance.

## 4.2 Preventing ASB

We will work to prevent ASB by a range of means, including:

- Seeking to ensure that housing applicants who have committed serious or persistent ASB elsewhere do not become L&Q residents, in line with our *Allocations & Lettings Policy*.
- Assessing resident's needs at the beginning of their tenancy and ensuring occupancy agreements contain robust ASB clauses, informing residents of their responsibility to adhere to these clauses, and the consequences of not doing so, at sign-up and throughout their tenancy.
- Carrying out estate inspections to identify and respond to environmental issues on estates and maintaining and managing communal areas to minimise crime and ASB.
- Building mixed tenure developments
- 'Designing out' crime when building new homes
- Forming links and developing positive relationships with partners
- Working with young people living in our neighbourhoods.
- Monitoring and reviewing our performance.

## 4.3 Resident Responsibilities

In line with occupancy agreements, residents are expected not to commit ASB, or allow household members, visitors or pets to commit ASB.

Residents must acknowledge that day to day activities, such as household noise or minor disturbances cannot be avoided, and accept that sometimes, while the behaviour of another household could be frustrating, it is not reasonable to place restrictions on their usual enjoyment of their home. Please refer to our *Good Neighbourhood Management policy* for more information.

## 4.4 Reporting ASB

Residents, representatives, members of the community, our partners, the police and other agencies, can report anti-social behaviour to us either by phone, online, or in writing.

Where the reporting parties, victims and witnesses are unable to provide supporting evidence this will be a factor in our assessment of the situation. We will decide on the appropriate course of action based on the information received.

We will review all reported incidents and will consider the risk in each case. In cases of crime, we will advise that the complainant/reporting party report the incident to the police.

#### **4.4.1 Confidentiality**

Sometimes a complainant may wish for their identity to remain confidential. We accept anonymous reports and assess them based on the evidence available, including previous reports.

When receiving a confidential report, we will explain the challenges that this may present to taking action. To resolve matters we will often need to make the alleged perpetrator aware of the reports made about their behaviour. We often do not need to name the complainant, but their identity may be obvious from the details of the report. We will explain this to the complainant, as well as offering reassurance about the action we can take should they be subject to any reprisals.

If the complainant tells us about something that may be a crime, or they disclose something that suggests they or others are at serious risk of harm then we are likely to need to inform an appropriate agency, whether the complainant wishes us to or not. We will explain these limitations to the complainant, should such a scenario arise.

### **4.5 Responding to ASB reports**

We will treat those who been affected by ASB sympathetically and sensitively. We will endeavour to respond, investigate and take any necessary action promptly.

While receiving and logging a report we will seek to identify if there are any vulnerabilities, support needs or circumstances relating to the reporting parties, victims and witnesses, as well as of the household and the other party/alleged perpetrator who is accused of committing ASB and adjust our approach as necessary.

#### **4.5.1 Case management**

In the investigation and management of ASB we will:

- Identify any vulnerabilities through completing a Vulnerability Risk Assessment Matrix (RAM) on high priority, and relevant standard priority cases
- Keep in regular contact with the complainant/reporting party or as agreed
- Where necessary, arrange an interview at the place of choosing of the reporting party, victims and witnesses, and identify any circumstances or needs that should be factored into the handling of the case.
- Follow Safeguarding procedures if there are concerns regarding a vulnerable/at-risk adult or where children are involved. We may also, arrange support from other parties who can help, including the police and local authorities.

**Note:** Domestic abuse (DA) and some safeguarding issues may be categorised as ASB and managed through the ASB case management IT system. However, the nature of the issue and its impact can be particularly serious. Therefore, we have separate policies and procedures on DA, Safeguarding Adults and Safeguarding Children.

- Provide advice and support. This could include making referrals to other agencies that can help, empowering the reporting party to take positive action, and identifying any appropriate security measures to ensure that residents are safe in their property
- Agree an action plan with the reporting party, victims and witnesses, and keep them updated throughout the case.

## 4.6 Identification and assessment of ASB

We will assign a priority for the case based on the type of ASB reported, assess and triage reports using the evidence available, the harm or potential harm to the reporting party, victims and witnesses, other residents and the local community, and the apparent motivation.

We will record cases by PEN (Priority, Personal, Environmental and Nuisance) category and ASB category shown in **Appendix E: ASB sub-categories**

Where we determine a case does not meet our threshold for ASB, there is often still a role for us to play. Where this applies, we will determine whether the matter needs to be considered or managed under our *Good Neighbourhood Management Policy* (GNM) and / or referred to another agency.

If, after considering the complaint, we are unable to take action on behalf of the complainant/reporting party, we will explain why and point residents towards agencies or to information which may provide advice and support.

## 4.7 Investigation

Following receipt of a report of ASB, initial assessment and categorisation, we will conduct an investigation. This investigation aims to determine whether there is enough evidence to take further action in the case, as well as informing our decision about what the appropriate course of action should be.

The investigation may include, but is not limited to:

- a review of completed diary sheets;
- listening to noise recordings;
- completing background checks of our systems;
- reviewing CCTV footage;
- engaging with the police or other partner agencies;
- speaking with the victims, witnesses and alleged perpetrators;
- speaking with other residents in the locality.

## 4.8 Intervention and Enforcement

### 4.8.1 Intervention model

We have a range of tools and powers available to tackle ASB, both legal and non-legal. To help provide structure and consistency of approach, as well as demonstrate a clear escalation route to the perpetrator, we use the following intervention model:

Stage	Response
1	First warning letter
2	Acceptable Behaviour Contract
3	Final warning letter
4	Enforcement action

We believe that the best way of tackling ASB is to identify the best response based on what is proportionate to the behaviour being exhibited. This means that we can start at any stage of the process, and our response may jump stages where appropriate. Which response is most proportionate will be determined based on several factors, including:

- The frequency of the behaviour
- The harm that has been caused
- Previous actions already attempted (by us and by our partners)
- The needs of the alleged perpetrator

#### **4.8.2 Intervention and enforcement actions**

We will use powers and remedies which are available and appropriate, including those that can be used against non-L&Q residents who are causing ASB. We will also work with partners, the police and local authorities to take preventative and enforcement / legal action. A full list of tools is contained in the *ASB Tools Guidance*.

We will consider whether other non-legal tools, such as mediation, would be appropriate, as we recognise the value in getting parties to talk to each other and reach their own solutions to resolve issues.

We may use a legal tool as a first response if we deem the behaviour serious enough to warrant it.

We aim to take a multi-agency approach to preventing and tackling anti-social behaviour, where appropriate and necessary. We will ensure that the relevant agencies are consulted before deciding on legal action.

Where we are considering taking eviction actions, we will ensure the case satisfies the required legal conditions and, where possible, checks on the vulnerability and capacity of the tenant. Residents have a legal right to request a review of the decision if we pursue eviction using the grounds for absolute possession or early termination of a probationary tenancy.

#### **4.8.3 Preventing further ASB**

We are committed to preventing and stopping ASB by addressing the behaviour of perpetrators, and not simply moving the behaviour away from one neighbourhood into another. However, this approach will be balanced against the need to protect the safety and quiet enjoyment of our neighbourhoods.

We will take a holistic approach to assessing the support needs of perpetrators as well as their victims. We may refer residents to specialist external support agencies and/or floating support.

Where appropriate we will work with perpetrators to understand the reasons behind their behaviour and give them an opportunity to change.



#### **4.8.4 Managing perpetrator vulnerability**

We take a victim centred approach to ASB. We also recognise that those who are allegedly responsible for the ASB may have additional needs, which may be a cause or an aggravation of the ASB. We understand that the most effective and sustainable solution often involves trying to support the alleged perpetrator, which in turn reduces the harm that is being caused to the victim/s.

We will consider the needs of the alleged perpetrator during our casework. We will make any necessary referrals for additional support, as well as referring the case into any appropriate multi-agency forums, to allow for a partnership response.

While considering the needs of the alleged perpetrator, we will balance the needs of all parties in a case and do not allow the additional needs of the alleged perpetrator to cause unreasonable delays in being able to take the correct action to support the victim/s.

We will not allow the non-availability, refusal, or non-engagement (including disguised compliance) to delay appropriate action. In addition, there may be occasions where escalation of a case is considered in the best interest of the alleged perpetrator. For example, it may encourage other agencies to engage with them, may result in getting confirmation of matters such as whether or not they have the mental capacity to address their actions, or will mandate support that is considered in their best interest.

To ensure that our decisions are fully informed, appropriate, and complying with our legal obligations contained with the Equality Act 2004, we will complete a Proportionality/Equality Act Assessment before taking any form of legal action. We will also consult with any involved partner agencies individually or at meetings such as the High Harm Panel / Priority Needs Panel or other multi-agency meetings, in order that the decision is made based on all relevant information and considering the views of all relevant partners

### **4.9 Case closure**

We will always try to contact the resident before closing a case to discuss it with them. If we are unable to make contact, we will write explaining why we are closing the case.

We will close ASB cases in the following circumstances:

- Where we conclude that ASB has not taken place or has ceased.
- Where we have delivered the actions that are appropriate, and we believe there is no further action necessary.
- Where we have passed the case to a third party which is better placed to deal with the problem, and there is no further action for us.
- Where the reporting party, victims and witnesses fail to engage with us or provide us with relevant requested information.
- Where our assessment and/or investigations leads us to conclude that no further action is needed.
- There is insufficient evidence to support an ASB case

### **4.10 Reviewing the decision**

We understand that disruptive behaviours outside and around the home can be upsetting and frustrating. We will make every effort to take appropriate and effective action but recognise that in some

circumstances that our action may not always satisfy the reporting party. The reporting party can trigger a review both within L&Q and, if necessary, with the council.

#### **4.10.1 L&Q Review**

If a reporting party is unhappy with the assessment or handling of an ASB complaint, they are able ask for a review of the decision through our complaints process. This will trigger a review of the report.

#### **4.10.2 Local Authority ASB Case Review**

Residents also have a statutory right, under the *ASB, Crime and Policing Act 2014*, to request an ASB Case Review (Community Trigger) from the Local Authority within which they live. Each Local Authority will have their own threshold for acceptance (details can be found on each Local Authority's website, or by telephoning them directly) which involves behaviour causing or being likely to cause harassment, alarm or distress. We will participate fully in all Community Trigger case reviews.

### **4.11 ASB and Crime**

There is significant overlap between behaviour that amounts to a crime and behaviour that is considered to be ASB. Where behaviour relates to a possible criminal offence, we will always encourage that it is reported to the police.

There may be times where the matter is referred to us to support with or lead on. Common examples of when this may occur include:

- Where criminal action is being taken, but an ASB tool is also required to try and prevent further offending, or to assist the perpetrator with any additional needs that they may have.
- Where a criminal matter cannot proceed, perhaps due to a lack of evidence or because it is not deemed to be in the public interest to prosecute. Consideration in such cases may then be given to taking ASB action, where the standard of proof is often lower/breaches do not result in a criminal conviction.

#### **4.11.1 Victim Related ASB**

We understand that something that gets reported to us as ASB may be an indicator of another issue. For example:

- Loud shouting and fighting inside a property may be an indicator of domestic abuse
- Constant visitors to the property of a vulnerable individual may suggest cuckooing/exploitation
- The nature, purpose and content of some behaviour may be driven by hate for a protected characteristic

Our front-line teams are trained to use their professional curiosity to identify the root cause of an ASB report. Our officers are trained to recognise these situations and will deal with these matters in line with our *Hate Related Incident Policy*, or our *Domestic Abuse Policy*.

We will work with partner agencies to share information and identify the most appropriate lead team/agency/officer and response in these cases.

## 4.12 How we work with others

Many of the cases that we manage will require a partnership response, either because they need several interventions (some of which we may not have direct access to or control over), or the parties have complex needs. There are many agencies/partners who have a role play in tackling ASB. Including, but not limited to:

- Police teams
- Council teams, such as the Environmental Health Team (EHT)
- Mental health services
- Safeguarding teams
- Children/adults services

We believe that partnership working relies on all partners being part of the solution. Where our partners do use a tool on behalf of us, we will:

- Assist in gathering evidence to support the case
- Give evidence and attend Court where necessary
- Assist in the monitoring of the effectiveness of the intervention once in place
- Consider whether we can provide any financial assistance, where legal costs are incurred, and
- Retain a role in the case with regards to local community/victim reassurance and support, where those residents are our responsibility.

## 4.13 Information Sharing

We comply with the requirements of the Data Protection Act 2018 and GDPR, which provide for us to share information where it is for the purpose of reducing crime/ASB. This may include making an application to the police or relating to matters which have been reported to us, where we either know or suspect the police may have been called and / or attended.

# Appendices

## 1. Assurance

When assessing compliance with the policy we will look at the following criteria:

- Acting in line with Customer Promise Commitments, specifically, we'll listen, and act and we'll keep you safe, we'll help resolve issues of concern to you and your community.
- Timeliness of responses to reports of ASB
- Quality of Action plans
- Regular case reviews
- Complete and accurate record keeping - right information, right systems
- Communication - tone of voice and empathy, clear case summary

## 2. Legislation and Regulation

### Key Legislation:

- ***The ASB, Crime and Policing Act 2014***, sets out tools and powers for housing-related behaviour which meets the threshold.
- ***The Anti-Social Behaviour Act 2003*** which extends landlords' powers to deal with anti-social behaviour including developing the use of injunctions and demoted tenancies
- ***Housing Act 1985*** which provides mandatory and discretionary grounds for possession for anti-social behaviour for secure and assured tenants
- ***S.218 of the Housing Act 1996 (as introduced by S.12 of the Anti-Social Behaviour Act 2003)***, which requires housing associations to prepare a policy and procedure on ASB. The Act also gave housing associations powers to evict residents for harassment and to secure injunctions to prevent racial harassment.

### Related Legislation:

- ***The Crime and Disorder Act 1998***, which places a duty on housing associations to work in partnership with the police and local authorities to tackle crime and disorder. It includes new offences and higher penalties for racist violence and harassment.
- ***The Human Rights Act 1998***, which requires us to take action that is reasonable and fair in response to the type of behaviours committed
- ***The Protection from Harassment Act 1997*** introduced two criminal offences: the offence of harassment and that of putting another person in fear of violence and intimidation. For both offences there must be a 'course of conduct', with at least two occasions of the conduct occurring.
- ***The Homelessness Act 2002***, which requires us to consider all other options before possession proceedings are pursued to prevent homelessness
- ***The Police and Justice Act 2006***, which requires housing associations to respond to local authority scrutiny committee reports and 'Community Calls for Action'
- ***Data Protection Act (DPA) 2018***: The DPA 2018 enshrines the General Data Protection Regulation (GDPR). It brings in stricter standards for when and how organisations including

charities can contact people or process and store their data. It will allow the Information Commissioner's Office to levy fines of up to £17m or 4% of global turnover on organisations that breach the rules

- **The Equality Act 2010**, which prohibits unlawful discrimination against the nine 'protected characteristics' of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation
- **Crime and Policing Act 2014** which streamlined existing powers to deal with anti-social behaviour including: civil injunctions; criminal behaviour orders; public space protections orders and absolute grounds for possession for secure and assured tenancies.

## **Regulatory Framework:**

### **Neighbourhood and Community Standard: Required Outcomes**

- Neighbourhood management: Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.
- Anti-social behaviour: Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

### **Neighbourhood and Community Standard: Specific Expectations**

- Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.

In their work to prevent and address ASB, registered providers shall demonstrate:

- that tenants are made aware of their responsibilities and rights in relation to ASB
- strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- a strong focus exists on preventative measures tailored towards the needs of tenants and their families
- prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
- all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not.

## **Related Policies**

- Good Neighbourhood Management Policy
- Hate Related Incidents Policy
- Domestic Abuse Policy
- Vulnerability Policy
- Anti-Social Behaviour Procedure
- Possession Procedure

### 3. Partnership Responsibilities

We will be proactive in developing partnership working arrangements with other agencies. The types of organisations that we will work with include:

- National – Central Government, Homes and Communities Agency.
- Regional – Greater London Authority, County Councils, Metropolitan Police Authority, County Police forces and other regional structures.
- Council – Local Authorities, District/ Unitary Authorities.
- Neighbourhood – Safer Neighbourhood teams, Housing Associations, residents associations/ committees, community groups, voluntary agencies.

We will develop partnership working by participating in, and co-operating with:

- Crime and Disorder Reduction Partnerships (CDRPs).
- Community Safety Partnerships.
- Multi-Agency Risk Assessment Conferences (MARAC's).
- Safer Neighbourhood meetings.
- Resident Associations' meetings.
- ASB Panels/ Forums.
- Housing Association forums.
- Regeneration partnership meetings.
- ASB Benchmarking clubs.

### 4. Equality Impact

L&Q is committed to valuing and promoting equality, diversity, and inclusion. We have a duty to eliminate unfair treatment and discrimination in the services we provide to our customers. Treating everyone fairly, with dignity and respect. Applying empathy and understanding to their needs and lived experiences.

We will work with others, and/or other organisations for support in considering the 9 protected characteristics of the Equality Act 2010 to ensure that residents are not compromised, disadvantaged, or placed at risk.

The 9 Protected Characteristics are: Age, Disability, Race, Religion & Belief, Sex, Gender reassignment, Sexual Orientation, Civil Partnership, Pregnancy & Maternity.

This also applies to residents who are vulnerable or may be deemed to have a medical or disability need in the short or long term. We will consider the residents' voice when decision making, providing information, choices and communication that is fitting to meet the diverse needs of [our] tenants, whatever their identity, background, or beliefs.

All staff are expected to share this commitment in line with our values.

- People: We care about the happiness and wellbeing of our customers and our employees.
- Passion: We approach everything with energy, drive, determination, and enthusiasm.
- Inclusion: We draw strength from our differences and work collaboratively.
- Responsibility: We own problems and deliver effective, lasting solutions.
- Impact: We measure what we do by the difference we make.

## 5. ASB sub-categories

Main category	Sub-category
Noise where it is persistent, deliberate, or targeted	<ul style="list-style-type: none"> <li>• Loud music/TV</li> <li>• Late night visitors</li> <li>• Banging doors/floors/ DIY</li> <li>• Domestic dispute</li> <li>• Mechanical noise/ alarm</li> <li>• Business being run</li> <li>• Other noise</li> </ul>
Harassment and Intimidation	<ul style="list-style-type: none"> <li>• Verbal abuse</li> <li>• Harassment</li> <li>• Intimidation</li> <li>• Threatening behaviour</li> <li>• Other harassment and intimidation</li> </ul>
Hate Related Incidents	<ul style="list-style-type: none"> <li>• Race related including refugee/asylum seeker</li> <li>• Sexual orientation related</li> <li>• Gender related</li> <li>• Disability (physical, mental health or learning disability) related</li> <li>• Religion related</li> <li>• Age related</li> <li>• Other hate related incident</li> </ul>
Vandalism and Damage to Property	<ul style="list-style-type: none"> <li>• Vandalism</li> <li>• Arson</li> <li>• Graffiti</li> <li>• Property neglect</li> <li>• Other vandalism or damage to property</li> </ul>
Pets and Animal Nuisance	<ul style="list-style-type: none"> <li>• Prolonged/ persistent Dog barking/noise,</li> </ul>

	<ul style="list-style-type: none"> <li>• Dog fouling/mess/smell,</li> <li>• Un-controlled or dangerous dogs,</li> <li>• Other pet or animal nuisance</li> </ul>
<b>Nuisance from Vehicles</b>	<ul style="list-style-type: none"> <li>• Parking dispute</li> <li>• Abandoned vehicles</li> <li>• Major car repairs</li> <li>• Joy riding, scooters etc driven inappropriately</li> <li>• Vehicle damage</li> <li>• Other nuisance from vehicle.</li> </ul>
<b>Drugs</b>	<ul style="list-style-type: none"> <li>• Substance misuse</li> <li>• Drug dealing</li> <li>• Evidence of sharps/syringes</li> <li>• Other drug related incident</li> </ul>
<b>Alcohol</b>	<ul style="list-style-type: none"> <li>• Alcohol misuse</li> <li>• Street/parking area drinking</li> <li>• Other alcohol related incident</li> </ul>
<b>Domestic violence and abuse</b>	<ul style="list-style-type: none"> <li>• Domestic violence and abuse</li> </ul>
<b>Physical Violence</b>	<ul style="list-style-type: none"> <li>• Assault</li> <li>• Other physical violence</li> </ul>
<b>Rubbish</b>	<ul style="list-style-type: none"> <li>• Fly tipping</li> </ul>
	<ul style="list-style-type: none"> <li>• Litter</li> <li>• Envirocrime (including waste in communal drains)</li> <li>• Other rubbish</li> </ul>
<b>Garden nuisance</b>	<ul style="list-style-type: none"> <li>• Garden neglect</li> <li>• Borders/fences/hedges</li> <li>• Other garden nuisance</li> </ul>
<b>Misuse of public space</b>	<ul style="list-style-type: none"> <li>• Children/ball games</li> <li>• Urinating in common areas</li> <li>• Gangs hanging around</li> </ul>



	<ul style="list-style-type: none"> <li>• Begging</li> <li>• Fly posting</li> <li>• Other misuse of public space</li> </ul>
<b>Sexual</b>	<ul style="list-style-type: none"> <li>• Prostitution</li> <li>• Indecent exposure</li> <li>• Sexual acts in public places</li> <li>• Other sexual related incident</li> </ul>
<b>Criminal</b>	<ul style="list-style-type: none"> <li>• Theft</li> <li>• Gun/knife crime</li> <li>• Other criminal incident</li> </ul>

# Policy controls sheet

**Date of approval:** September 2023

**Approved by:** Sharon Murphy, Head of Housing Specialisms

**Effective date:** September 2023

**Next review date:** 1<sup>st</sup> September 2026

**Author:** Housing Quality Assurance, Service Improvement Team

**Policy owned by:** Housing Management

**Associated documents:** Domestic Violence and Abuse Policy, Hate Related Incidents Policy, Anti-Social Behaviour Procedure, Possession Procedure

<b>Main change</b>  Introduction of the Good Neighbourhood Management Policy to assist with cases where reports do not meet the threshold for ASB  L&Q and THT's policy have been aligned and reviewed	<b>Key points</b> <ul style="list-style-type: none"> <li>• Amended to include reference to handling cases where reports may be better managed under the Good Neighbourhood Management Policy</li> <li>• L&amp;Q's policy has been reviewed to ensure that all information is accurate and up to date with a view for THT to adopt L&amp;Q's approach.</li> </ul>
<b>Reviewed by:</b> Housing Quality Assurance - Service Improvement Team, Mariana Griffiths <b>Approved by:</b> Sharon Murphy, Head of Housing Specialisms, September 2022	

<b>Date of last review, who reviewed, and date approved</b>  January 2022 <b>Reviewed by:</b> T Powell, Policy and Assurance <b>Approved by:</b> Jennifer Marius, Head of Housing 21 January 2022	<b>Main changes (i.e., change in legislation, change in internal processes)</b>  <b>Key points</b> <ul style="list-style-type: none"> <li>• Minor amendments to text to reflect tone of voice changes.</li> <li>• Addition of policy assurance criteria</li> </ul>
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<b>Main change</b> Transferring existing policy to new template	<b>Key points</b> <ul style="list-style-type: none"> <li>• Minor amendments to text to reflect tone of voice changes.</li> <li>• Addition of policy assurance criteria</li> </ul>
<b>Reviewed by:</b> T Powell, Policy and Assurance	

**Approved by:** Jennifer Marius, Head of Housing 21 January 2022

Date of last review, who reviewed, and date approved	Main changes (i.e., change in legislation, change in internal processes)
March 2019	Changes made to the policy in line with D365 IT case management system. These will now log cases by a comprehensive sub-category list which will now drive the actions and priority of the ASB report – moving away from 2011 NSIR PEN categorisation

Date of last review, who reviewed, and date approved	Main changes (i.e., change in legislation, change in internal processes)
East Thames/L&Q Policy teams December 2017	Merger of East Thames Anti-social behaviour policy 2016 and L&Q Anti-social behaviour policy 2017