

Anti-Social Behaviour

The legal definition of housing-related Anti-Social Behaviour (ASB) is:

‘Conduct capable of causing housing-related nuisance or annoyance’

However, there are lots of behaviours that people may consider a nuisance or annoying but would be inappropriate to define as ASB and/or breach of tenancy. To decide if to deal effectively with reports of ASB, we are likely to consider the following:

- How often are the incidents happening
- The duration of the incidents
- The times of day the incidents are occurring
- The impact the incidents are having
- The intention behind the behaviour

Guidance on response times:

- High risk will be responded to within 24 working hours
- Lesser risk will be responded to within five working days

To read the full Anti-Social Behaviour Policy visit our website:
housing21.org.uk

What can I do if I am affected by Anti-Social Behaviour?

We understand the impact of intentional Anti-Social Behaviour (ASB) on a person's safety and wellbeing.

- 1** **Step 1:** If safe to do so, calmly speak with your neighbour to make them aware of the impact their behaviour has caused.
- 2** **Step 2:** If the issue has not been resolved, speak with your Scheme Manager who will carry out a full investigation.
- 3** **Step 3:** A risk assessment will be conducted if needed and an action plan agreed with you.
- 4** **Step 4:** The Scheme Manager may ask you to keep a record of any incidents to gather evidence.
- 5** **Step 5:** You may be asked to provide a full statement.
- 6** **Step 6:** Anonymous statements will only be accepted where by the witness would not be easily recognised or in the instance a `Community Impact Statement` is appropriate (this is where a number of residents are affected).
- 7** **Step 7:** The Scheme Manager may need to involve partner agencies, such as the Police, who may also need to speak with witnesses.
- 8** **Step 8:** You will be updated throughout and advised when all actions have been completed.

If your Scheme Manager is unavailable you can email:
enquiries@housing21.org.uk