



Anti-Social Behaviour Policy

Perran Housing LLP

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PART OF THE
TREVETH GROUP
A CORNWALL COUNCIL
OWNED PARTNERSHIP

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Perran Housing LLP: Anti-Social Behaviour Policy

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1 | Introduction

- 1.1. Perran Housing LLP (Perran) is committed to tackling anti-social behaviour (ASB) as we know that it can have a significant negative impact on the lives of our residents and in the communities where we work. ASB covers the range of behaviours from low-level nuisance to serious harassment, which can damage the quality of life and interfere with the ability of people to use and enjoy their home and/or their community.
- 1.2. Perran will not tolerate ASB directed towards our residents, their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.
- 1.3. This policy sets clear guidelines on how Perran or its managing agents will deal with ASB.
- 1.4. This policy applies to all residents that live in a Perran property and will also cover the conduct of their visitors to Perran's properties and estates.

2 | Legal and Regulatory Requirements

- 2.1. As a registered provider of social housing Perran is required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with ASB.
- 2.2. Perran's approach to dealing with ASB will meet the requirements of Regulator of Social Housing's Neighbourhood and Community Standard, which requires registered providers to work in partnership with other

agencies to prevent and tackle ASB in the neighbourhoods where they own homes.

3 | Definitions

3.1. ASB is defined by Part 1 of the Antisocial Behaviour, Crime & Policing Act 2014, is:

“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”

3.2. ASB covers a wide range of activities including:

- violence or threats of violence
- hate crime and harassment
- domestic abuse
- noise nuisance
- verbal abuse
- damage to property/vandalism
- Intimidation (including keeping dangerous or aggressive animals or pets)
- drug abuse
- domestic violence or abuse
- alcohol or solvent abuse
- rubbish, fly-tipping, keeping abandoned vehicles and overgrown/unkempt gardens
- intimidation or harassment involving children or teenagers
- graffiti

3.3. Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. We base 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 | **Dealing with a report of Anti-Social Behaviour**

4.1. 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:

- 4.1.1. **Early intervention and prevention** to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process. We use a number of preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about expectations of our residents when they move in.
- 4.1.2. **Partnership working where appropriate.** 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. What intervention we use will depend on the type of ASB reported.
- 4.1.3. **Use the full range of non-legal and legal tools available,** 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.
- 4.1.4. Signposting. If we cannot take action for any reason, we will offer those affected mediation or signpost them to other agencies or work with those other agencies to offer support.

5 | **Working with organisations who manage our stock**

5.1. Our properties will be managed by a third party. Our managing agent may either adopt this policy as its own or develop its own; but if our managing agent does develop its own policy, it shall include the content of this policy as a minimum. Our managing agents will be consulted when this policy is reviewed.

6 | Unacceptable behaviour

- 6.1. Perran recognises that there are times when people may act out of character, for example, when they are distressed or upset. They will be treated professionally by our staff in line with our normal processes. However, we have found that some people regularly behave unreasonably and make unacceptable demands of our services. We believe that such people should understand that special measures may have to be taken to help us work with them.
- 6.2. Aggressive and abusive behaviour
- 6.3. We do not tolerate violence or abuse towards staff. Violence is not restricted to acts of aggression that may result in physical harm: it also includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused; and it may include threats, personal verbal abuse, derogatory, remarks and rudeness.
- 6.4. Unreasonable demands
- 6.5. A demand becomes unreasonable when it starts to have a major impact on our resources and on staff time. Unreasonable demands can include:
- A resident not accepting a decision and continuing to contact us even though the decision has been made and any recommended remedies have been implemented.
 - Making excessive phone calls; emailing a number of officers about the same issues; writing lengthy letters and expecting immediate reply; and making frequent, or a high number, of complaints.
- 6.6. How we manage unreasonably behaviour
- 6.7. Before deciding to take action because we think a resident is behaving unreasonably or is unjustifiably persistent, we will send them a warning letter or email. In line with the terms and conditions of the tenancy / lease agreement.
- 6.8. The only exception is when a resident or client is abusive: then we may consider taking alternative action, such as involving the Police or taking legal action.

- 6.9. The warning letter or email will advise the resident or client that we are concerned about their behaviour and what will happen if it continues.

7 | **Monitoring and Performance**

- 7.1. The Project Committee have overall responsibility for this policy, which will be implemented by Perran's managing agent. The managing agent will be responsible for keeping the policy under review and suggesting any required changes.
- 7.2. The Project Committee (and in due course, the Board) will receive assurance that the policy is being complied with through reports on tenancy renewals and changes and internal audit activity.

8 | **Background Documents**

- 7.1 This policy should be read in conjunction with the legal and regulatory documents listed below:
- 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.
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