

Anti-Social Behaviour Policy

1. Introduction

1.1. ReSI Housing Limited (ReSI Housing 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 nuisances 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 Housing 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 housing, including colleagues, contractors and others acting on ReSI Housings behalf.

2. Purpose

2.1. This policy sets out clear guidelines for ReSI Housing on addressing ASB and hate incidents affecting its customers and/or people living and visiting the premises owned by ReSI Housing.

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 Housing will ensure that all of its customers are aware of the need to comply with all the obligations in their tenancy agreement or shared ownership lease.

3. Scope

3.1. This policy applies to all customers that live in properties owned or managed by ReSI Housing.

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):

- Damaging property.
- Criminal activity.
- Abuse of staff; 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 Housing 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 the 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, considering 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 proportionate). We will support witnesses through the process and work with our partners.

6. Response Times and Service Standards

ReSI Housing is committed to addressing reports of Anti-Social Behaviour (ASB) in a timely, consistent, and proportionate manner. To support this, we have established clear response timescales and service standards to guide our actions and ensure that customers understand what they can expect from us.

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6.1 Categorisation of ASB Reports. To help prioritise and tailor our response, we categorise reports into three levels:

- **Urgent:** Includes serious incidents such as violence or threats of violence, hate crimes, criminal damage, or domestic abuse.
- **Serious:** Includes sustained or repeated harassment, drug-related nuisance, or intimidating behaviour.
- **Low-Level:** Includes noise complaints, neighbour disputes, or general nuisance that is not immediately threatening.

6.2 Response times

Acknowledgement of Report	Within 1 working day	Within 2 working days	Within 3 working days
Initial Contact / Investigation Begins	Within 1–2 working days	Within 5 working days	Within 10 working days
Referral to Partners (e.g. Police, Local Authority)	Immediate, where appropriate	As required	As required
Regular Case Updates to Complainant	Every 10 working days, or as agreed		
Target Case Closure Time	Within 20 working days	Within 4–6 weeks	Within 6–8 weeks

Note: Timelines may vary depending on case complexity and involvement of external agencies.

6.3 ReSI Housing 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 customer mediation
- Signpost them to other agencies, or
- liaise with partner agencies, to see if they can assist.

7. Approach to hate crimes

7.1. Where an incident of hate crime is reported to ReSI Housing and it affects one 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 consider dealing with such allegations in the context of breaches of tenancy or lease.

7.2 Victim and Witness Support. Throughout the case, ReSI Housing will:

- Ensure victims are informed of actions taken.
- Offer referral to specialist support services, particularly in cases of hate crime or domestic abuse.

- Provide support for any legal action, including witness statements and court attendance.

7.3 ReSI Housing is committed to maintaining transparency and providing meaningful support to all parties affected by anti-social behaviour, harassment, or hate incidents. To reinforce this commitment:

- Victims will be kept informed of all actions taken in response to their reports, including updates on investigations, interventions, and outcomes.
- Managing agents will be required to implement a comprehensive support plan tailored to the needs of victims, witnesses, and other affected individuals.
- This plan will include access to appropriate services, such as mediation, safeguarding referrals, and emotional or legal support.
- ReSI Housing will ensure that communication is timely, sensitive, and respectful, and that all parties are treated with dignity throughout the process.

8. Customer Responsibilities

8.1. 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.

8.2. 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 Housing and the relevant statutory agencies
- Take responsibility for minor personal disputes with their neighbours and try to resolve such problems themselves in a reasonable manner.
- Respect other people's right to their chosen lifestyle and every day reasonable level of disturbance.
- Work with us to resolve disputes/issues, for example by reporting incidents, providing witness statements, attending court etc.

9. Safeguarding and Training

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

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

9.3. Where children are involved or where there is an adult at risk, or vulnerabilities in the household and there is a 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.

10. Working with Partners

10.1. ReSI Housing 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.

10.2. 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.

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:

- Anti-social 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.

14.1 Flexibility and Professional Judgement

While we aim to meet these standards, each case will be assessed individually. ReSI Housing may adjust response times based on specific risks, vulnerabilities, or safeguarding concerns involved.