

Norman Galloway Sales & Lettings
Antisocial Behaviour Policy

Aims of Policy:

We operate a nil tolerance approach to anti-social behaviour. Our tenants should have the peaceful enjoyment of their home and their community without feeling the ill effects of anti-social behaviour by others. We cannot condone any of our tenants causing anti-social behaviour and upsetting those living around them, and nor do we want any of our tenants being the victims of such unacceptable behaviour.

Our Principles:

- We expect our tenants (and their visitors) to be good neighbours, who will act reasonably and considerately, and who respect the different values and lifestyles present in the community.
- Being proactive in preventing and dealing with anti-social behaviour.

Definition of Antisocial Behaviour:

Anti-Social Behaviour is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 as conduct that:

- Has caused, or is likely to cause, harassment, alarm or distress to any person
- Is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Is capable of causing housing-related nuisance or annoyance to any person

Examples of Antisocial Behaviour:

- Harassment, domestic, verbal or physical abuse
- Racial abuse or hate crime
- Criminal Damage including vandalism and arson
- Damage, removal and/or disposal of any of the Association's property including furniture, furnishings and white goods provided by the Association for use in the premises or any communal areas
- Keeping or using paraffin, petrol, bottled gas or any other dangerous material or equipment in the premises or any communal areas
- Noise nuisance
- Drunk and disorderly conduct
- Threatening or intimidating behaviour
- Smoking or drinking while underage
- Substance misuse/dealing
- Graffiti
- Litter and rubbish dumping

Action:

Where anti-social behaviour is present we will make every effort to resolve it by:

- Recognising potential problems and being proactive about prevention
- Taking seriously all reports of antisocial behaviour
- Responding to reports quickly in an effective, sensitive and consistent manner
- Actively working with tenants and agencies to tackle antisocial behaviour
- Supporting the victims of antisocial behaviour
- Using information and performance against target to ensure continuous improvement
- Ensuring tenants understand the impact of their actions and giving them an opportunity to change their behaviour

Service Standards:

- All complaints of nuisance will be treated seriously and thoroughly and investigated in a non-judgmental way
- All cases will be risk assessed
- If the complaint is not something that the Framework can help with, complainants will be told at the start (for example one-off complaints, personal arguments or disputes or clashes of lifestyle)
- Investigations will try to identify and interview all interested parties
- Complaints will always be discussed with the other party to hear their views unless the complainant does not want them to be contacted. At this stage anonymity of complainants will be maintained wherever possible
- Where possible, evidence will be obtained from third party witnesses or from other agencies such as Housing Officers, the Police, Environmental Health Officers, Street Wardens or Anti-Social Behaviour Officers
- Confidentiality will be maintained, if possible, where appropriate or requested