



homes, communities, cultures

Anti-Social Behaviour – Policy & Procedure Summary

Version #:	Date:	Summary of Changes
Version 5		
Version 4		
Version 3		
Version 2		
Version 1	February 2006	

A charitable housing association

Version 1: February 2006

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Version 1: February 2006

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Our Summary of our Policy and Procedures on the Management of Anti-Social Behaviour



Service Statement

This statement provides a summary of our policy and procedures for the management of anti-social behaviour, nuisance and harassment. It is not intended to provide a detailed guide. For more information on how to receive the full policy and procedures, please refer to the end of this summary.

Our Aims

We are committed to ensuring that our tenants can enjoy their homes in peace. We will take all incidents of harassment and anti-social behaviour against tenants seriously. We aim to resolve these without having to take legal action (i.e. Acceptable Behaviour Contracts, Mediation).

We will take legal action if there is enough evidence and if we have the power to do so.

We will investigate reports of harassment, racial harassment, homophobic harassment, harassment because of a disability and anti-social behaviour promptly and work closely with other agencies within our communities to reduce and resolve incidents.

Service Standards

(Service Standards tell you what you can expect from Connect.)

Harassment

Definition

- *Harassment is defined as verbal or physical behaviour that intimidates, dominates, harms or causes alarm and distress to an individual, a family or a group of people, which may include infringing their rights to personal safety.*

We will do the following:

- If you have been harassed, we will meet you within 10 working days of the incident being reported. If the incident is actual or a significant threat of violence we will meet within 1 working day
- Provide an interviewer of the same sex where possible if you request one

Racial and Homophobic Harassment and Harassment Because of a Disability**Definition**

- *Racial and homophobic harassment and harassment because of a disability is defined as harassment which is, and/or the victim believes to be, motivated by race, skin colour, cultural identity, religious belief, sexuality or a disability*

We will do the following:

- If you have been racially or homophobically harassed, or harassed because of a disability, we will contact you within 1 working day of the incident being reported.
- Provide an interviewer of the same sex and racial background where possible if you request one
- Remove all racist, sexist, obscene and otherwise offensive graffiti within 1 working day. All other graffiti will be removed within 10 working days
- Act as a Hate Incident Reporting Centre. Anyone can report at our office incidents of verbal racist abuse, racist graffiti or offensive literature, physical attack, damage to property and arson

Nuisance and Anti-Social Behaviour

Definition

- *Nuisance and anti-social is a general term to describe behaviour that unreasonably interferes with other people's use and enjoyment of their home. Examples of anti-social behaviour include noise nuisance, vandalism and criminal behaviour.*

We will do the following:

- Take seriously all reported incidents of nuisance and anti-social behaviour
- Begin to investigate reports of nuisance within 10 working days, or 2 working days if it is an emergency

In all cases we will:

- Respect your right to confidentiality if you want us to, however, this may limit the options we can take to resolve issues
- Agree plans with you about how we handle reported incidents e.g. speaking to perpetrators, gathering evidence, monitoring the situation
- Try to resolve situations using methods without escalating the situation e.g. acceptable behaviour contracts, parenting contracts, arranging mutual agreement between neighbours
- Refer you to mediation services to help resolve disputes where this is requested
- Take legal action in serious cases if there is enough evidence and we have the power to do so

General

- We expect staff to be able to carry out their duties without fear of violence or intimidation from tenants, residents or applicants
- It is important to inform the Police if you feel at risk or threatened. As a landlord, our powers to address harassment and anti-social behaviour are limited

We will:

- Monitor all cases of anti-social behaviour and racial harassment, collecting information on the number and types of cases
- Work with the Police and other agencies to prevent and investigate incidents of harassment, nuisance and anti-social behaviour where it is possible for us to do so

This summary gives brief details of the sorts of information that tenants told us they most wanted. It is only intended as a summary of our policy and procedures for managing anti-social behaviour, harassment and nuisance. If you would like to receive a full copy of either the policy or the procedure (or both) please contact our head office (on 0113 285 0400) to request one.