

The summary is produced in compliance with the Anti-Social Behaviour Act 2003 and is available from our offices or website free of charge.

### **Summary of Policy Statement**

Anti-social behaviour can range from minor nuisance including graffiti, excessive noise, unruly behaviour to abuse, a or rubbish dumping through to criminal matters involving drugs and prostitution. Arhag uses the following definition of anti-social behaviour;

- Conduct which is capable of causing nuisance or annoyance to any person, and which directly or indirectly relates to, or affects the management functions of a relevant landlord (Anti-Social Behaviour Act 2003)
- Acting in a manner that caused, or likely to cause harassment, alarm or distress to one or more persons not of the same household as himself (Crime and Disorder Act 1998)
- Conduct causing, or likely to cause, a nuisance or annoyance to a person residing, visiting or otherwise engaged in a lawful activity in the locality (Housing Act 1996).
- Behaviour that unreasonable interferes with other people's rights to the use and enjoyment of their home and community. (Chartered Institute of Housing 1995)

Arhag recognises that quick and early intervention in neighbour nuisance and anti-social behaviour cases can stop problems from escalating, improve relations between our tenants and us and help safeguard our reputation. Most importantly, we know that effective action can improve the quality of life for our tenants and other residents living in the areas where anti-social behaviour occurs. Arhag is committed to achieving an environment in which tenants' feel safe, secure, equal and able to report ASB and nuisance in the knowledge that Arhag will act to support them.

## ANTI SOCIAL BEHAVIOUR POLICY SUMMARY



Arhag will take firm action with behaviour deemed anti-social or a nuisance. Arhag will:

- Investigate all reported incidents of ASB and nuisance in-line with Arhag's procedures
- Liaise with support agencies with whom the victim has contact
- Agree an action plan with the witness
- Monitor progress against action plan
- Keep the victim fully informed of progress where not prevented by confidentiality guidelines
- Review cases regularly in accordance with agreed procedure

Arhag will also consider the following options dependent on the nature of the complaint:

- Referral and liaison with the relevant environmental health department in relation to issues relating to dumped rubbish and excessive noise
- Referral to support and counselling agencies where victims consent
- Referral to mediation services
- Maintenance works to address issues such as door slamming
- Removal of offensive graffiti within 24 hours
- Review security arrangements where there are threats to personal safety including temporary or permanent housing options
- Tackling perpetrators with the consent of victims
- Where appropriate using anti-social behaviour contracts as an early intervention tool
- Adoption of a multi-agency approach
- involvement of local authority ASB teams, youth inclusion support panels, youth diversionary projects, etc., to modify their behaviour
- Subject to consent of the victim, appropriate legal action against the perpetrator(s) including:
  - Obtaining injunctions
  - Application for anti-social behaviour orders
  - Demotion of tenancy

## ANTI SOCIAL BEHAVIOUR POLICY SUMMARY



- Possession action
- Supporting the police and /or local authority in taking criminal proceedings against the perpetrator
- Supporting the victim in pursuit of their own legal action against the perpetrator
- Providing support and involving relevant agencies where the perpetrator is perpetrating ASB as a result of vulnerability, e.g. mental health needs.

### **How to contact Arhag Housing Association:**

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