



Rentplus Homes: Anti-Social Behaviour Policy

Version:	003
Author:	Rentplus Homes
Policy Owner:	Rentplus Homes Limited
Date adopted:	13/04/2022
Date of next review:	Reviewed by Gareth Fitzpatrick 22/02/2022 Reviewed by Gareth Fitzpatrick 12/04/2022 Reviewed by Gareth Fitzpatrick 12/03/2023 To be Reviewed March 2026
Approved by:	Rentplus Homes Ltd Board

1.0 Introduction

- 1.1. Rentplus Homes Limited ("**RPH**"), is committed to tackling Anti-Social Behaviour ("**ASB**") as it is aware of the significant negative impact it can have on the lives of its residents and the communities and neighbourhoods it serves. ASB covers a wide range of behaviours, from low-level nuisance to serious harassment, which can damage their quality of life and interfere with the ability of people to use and enjoy their homes and/or community.
- 1.2. RPH will not tolerate nuisance or ASB directed towards its residents, their visitors, or any others engaged in lawful activity in the locality of its homes, including colleagues, contractors and others acting on RPH's behalf.
- 1.3. This policy sets out clear guidelines on how RPH will deal with ASB.
- 1.4. RPH will ensure that all its residents are aware of the need to comply with all of the obligations in their tenancy agreement or shared ownership lease.
- 1.5. This policy applies to all residents that live in RPH homes, and all visitors to RPH's properties and estates.

2.0 Legal and Regulatory Requirements

- 2.1 RPH is applying to be a provider of social housing and is therefore required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with anti-social behaviour.
- 2.2 RPH's approach to dealing with nuisance and anti-social behaviour will meet the requirements of the Regulator of Social Housing's Neighbourhood and Community Standard, which requires registered providers to work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

3.0 Definitions

- 3.1 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".

- 3.2 Examples of anti-social behaviour include: (but are not limited to):

- Domestic violence
- Harassment
- Loud music
- Violence, threats of violence or abusive behaviour
- Damaging property
- Criminal activity
- Abuse of staff
- Hate behaviour that targets members of identified groups because of their perceived differences

- 3.3 Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- i. psychological
- ii. physical

- iii. sexual
- iv. financial
- v. emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

- 3.4 Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. Rentplus 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”.

4.0 Policy and Approach to ASB

- 4.1 We aim to achieve a balance between prevention, enforcement, and support. We will use a range of ways to resolve anti-social behaviour, including:

- Early intervention and prevention to resolve the problem as quickly as possible and consider mediation, if appropriate, early in the process
- Use the full range of non-legal and legal tools available
- Partnership working where appropriate.

- 4.2 This general aim is reflected in our three-stage approach to dealing with ASB:

- Prevention - We use several preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about the expectations of our customers when they move in.
- Working with partners to intervene - If tenants or their neighbours report ASB, our first step is to ask them to keep a record of incidents and ask them 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.

- Supporting legal action – 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.

4.3 RPH will need to exercise their professional judgement when assessing whether a report is actionable (and that it meets the definition of ASB). In cases where we cannot take action, we will:

- offer customers mediation
- signpost them to other agencies; or
- liaise with partner agencies, to see if they can assist.

5.0 Working with Partners

5.1 RPH 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.

5.2 Where it is considered appropriate, complainants or reports will be referred to partner agencies, such as the local authority, other social landlords and the police, to deal with. In these cases, we will support and work with them and our actions will be guided by their findings and outcome.

6.0 Policy Management

6.1 The Board has overall responsibility for this policy.

6.2 The policy will be reviewed every three 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.

7.0 Background Documents

7.1 This policy should be read in conjunction with the following legislative and regulatory documents and policies:

- 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