



Yenaa Housing

Anti-Social Behaviour Policy

February 2022



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Policy Checklist	
Date of Implementation	Feb 22
Date of Last Review	Feb 26
Date of Next Review	Feb 28

1. Introduction

Social housing providers have a number of powers at their disposal to deal with tenants who exhibit anti-social behaviour (ASB). These powers are contained in the 1996 Housing Act; the 2003 Anti-Social Behaviour Act; and the 2004 Housing Act. New provisions are contained in the Anti-Social Behaviour, Crime and Policing Act 2014.

This Policy sets out what Yenaa Housing aims to do to help prevent anti-social behaviour and how we will deal with complaints about anti-social behaviour. As a responsible provider of housing-related support, Yenaa Housing recognises the role it has to play in responding to concerns about anti-social behaviour. We understand our responsibility to ensure that residents can enjoy their home in peace, free from the fear or threat of intimidation, harassment or abuse of any kind.

We also recognise our responsibility to make sure as far as possible that the actions of our residents do not interfere with their neighbours' quiet enjoyment of their home.

2. Aims of Policy

The aim of our Anti-Social Behaviour Policy is to ensure our accommodation and the surrounding communities are pleasant and secure places to live. We will not tolerate any ASB caused by residents, their visitors, family or any other person.

3. Principles

Yenaa Housing will base its response on the following principles:

- Expecting our residents (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
- Taking a robust stance when perpetrators refuse to change their behaviour. We will have no hesitation in using all the powers available to us to take action where anti-social behaviour persists

4. Definition of Anti-Social 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

Yenaa Housing uses the above definition of anti-social behaviour as its definition of Anti-Social Behaviour.

5. Examples of Anti-Social Behaviour

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

- Harassment, domestic, verbal or physical abuse
- Racial Abuse or Hate Crime
- Criminal Damage including vandalism
- Damage, removal and/or disposal of any of the Associations 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
- Failure to control animals/pets
- Noise nuisance
- Drunk and disorderly conduct
- Threatening or intimidating behaviour
- Smoking or drinking while underage
- Substance misuse/dealing
- Graffiti
- Litter and rubbish dumping
- Nuisance driving/vehicles
- Prostitution

6. 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 ASB
- Responding to reports quickly in an effective, sensitive and consistent manner
- Actively working with residents and other agencies to tackle ASB
- Supporting the victims of ASB
- Using information and performance against target to ensure continuous improvement
- Ensuring perpetrators understand the impact of their actions and giving them an opportunity to change their behaviour

7. The most serious cases of Anti-Social Behaviour

Where anti-social behaviour persists, or where Anti-Social Behaviour prevents Yenaa Housing from carrying out its housing management function, we will use the powers

available to us within the Anti-Social Behaviour Crime and Policing Act 2014 to end such behaviour. These powers include: IPNAs, Absolute Ground for Possession and Community Protection Orders.

The housing management function of Yenaa Housing directly covers any activity that Yenaa Housing carries out in the day to day management of its housing stock. This includes repairs and maintenance, rent collection, tenant consultation, dealing with neighbour disputes, letting properties.

Those matters that indirectly affect the housing management function include refuse collection, dealing with littering and fly-tipping, vandalism, graffiti, deliberate waste of property and abandoned vehicles.

8. Service Standards

Yenaa Housing will follow a set of service delivery standards when dealing with complaints of anti-social behaviour. These are:

- All complaints of nuisance will be treated seriously and thoroughly and investigated in a non-judgmental way
- All cases will be risk assessed as part of developing the action plan
- If the complaint is not something that Yenaa Housing 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

9. Key Performance Indicators

Yenaa Housing will monitor performance against the following key performance indicators:

- Number of cases brought forward from last quarter
- Number of new cases
- Number of cases closed
- Percentage of complainants satisfied overall (target 85%)
- Number of cases 6 months or more
- Number of NOSPAs served for ASB
- Number of cases referred to court
- Number of evictions for ASB

10. Reviewing Performance and Reporting

Yenaa Housing will use data and feedback to review and improve the service offered. Review of performance will be undertaken quarterly by the Housing Management Service and findings reported to SUAG and OLG for consultation. Changes to service delivery resulting from recommendations will be documented.