



Summary of our ASB Policy

Anti-social behaviour – how we can help

At Lace Housing, we want everyone to **live well and feel safe in their home and neighbourhood**.

We also recognise that people live differently. Living close to other people will sometimes mean hearing everyday household noise, having different routines or experiencing occasional disagreements.

These things can be frustrating, but they are not automatically anti-social behaviour (ASB).

Where behaviour is unreasonable and causes nuisance, distress, fear or harm, we will listen, consider the circumstances and take appropriate action.

What is anti-social behaviour?

ASB can include behaviour that causes, or is likely to cause, harassment, alarm, distress, nuisance or annoyance.

Examples may include:

- persistent and unreasonable noise;
- threatening behaviour, intimidation or harassment;
- verbal abuse;
- violence or threats of violence;
- vandalism or deliberate damage;
- drug-related nuisance;
- alcohol-related nuisance; or
- other serious or persistent behaviour affecting people in their home or neighbourhood.

Hate-related incidents are dealt with under our Race and Hate Crime Policy, and domestic abuse under our Domestic Abuse Policy.



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What isn't normally ASB?

We will not normally treat reasonable everyday living activities as ASB.

Examples include:

- ordinary household noise such as footsteps, doors closing or normal use of household appliances;
- reasonable television, radio or conversation;
- occasional noise or one-off disturbances;
- different lifestyles or daily routines;
- disagreements between neighbours where there is no threatening, abusive or persistently unreasonable behaviour; and
- other everyday neighbourhood matters that do not amount to ASB.

That does not mean we will simply ignore a concern.

Where something is not ASB, we will explain why and, where appropriate, consider whether advice, a conversation, mediation, practical action or our wider neighbourhood-management approach could help.

Reporting ASB

You can report ASB to us:

- by telephone;
- through our website;
- by speaking to a member of our team;
- in writing; or
- through someone supporting you.

Tell us what has happened and, importantly, how it is affecting you.

If you need help to report something or communicate with us, tell us. We will consider what support or reasonable adjustments may help.

If there is an immediate danger or a crime is taking place, contact the police or emergency services first. You can still tell us what has happened so that we can consider what we need to do as your landlord.



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How quickly will we respond?

If your report suggests there is an immediate or significant risk of harm, we will make contact and consider any urgent action within 1 working day.

For other ASB reports, we will make an initial assessment and explain what happens next within 7 working days.

These are response times, not resolution times. Some cases will take longer to investigate and resolve, but we will agree how and when we will keep in touch.

If the information we receive suggests the risk is greater than first understood, we will respond sooner.

What happens when you report ASB?

We will first consider the nature of the report, its seriousness and whether anyone may be at risk.

Where we open an ASB case, we will normally:

- give you a named Case Officer;
- listen to your experience and the impact on you;
- consider risk and any individual circumstances or support needs;
- agree an action plan with you;
- explain what we can reasonably do;
- agree how and when we will keep in touch; and
- review our response if circumstances change.

We may ask you to help us understand what is happening by keeping a record of incidents or providing other information.

If keeping written records is difficult for you, tell us. We will consider another appropriate way of helping you provide the information we need.



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What action can we take?

Every case is different.

Where appropriate, early action may include:

- talking to the people involved;
- providing advice;
- agreeing changes in behaviour;
- mediation;
- practical interventions;
- referrals for support; or
- working with other organisations.

Where behaviour continues or is more serious, we can consider formal tenancy or lease enforcement and legal remedies.

We will take account of the evidence, seriousness and impact of the behaviour, risk, individual circumstances and whether the action we are considering is reasonable and proportionate.

We do not always have to work through informal steps first. Serious circumstances may require a more immediate response.

Supporting people affected by ASB

We understand that ASB can have a significant impact.

We will consider risk throughout the case, not just when you first contact us. If circumstances change or you become more concerned about your safety, tell your Case Officer.

We will also consider the safety and support needs of residents or others who provide evidence or act as witnesses.

Where appropriate, we may work with the police, local authority, safeguarding services, health or support services and other organisations.



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What about the person whose behaviour has been reported?

We will act fairly and base our decisions on the information and evidence available.

Where appropriate, we will give the person an opportunity to respond and explain what needs to change.

We will also consider whether disability, health, communication needs or other individual circumstances are relevant and whether support or reasonable adjustments may help.

Support does not mean that unreasonable behaviour has to be accepted. Our aim is to help change behaviour where possible while protecting other residents from harm.

Closing your case

We will keep the case and agreed actions under review.

Before closing an ASB case, we will consider the current circumstances, outstanding actions and risk. We will normally discuss closure with you and explain our reasons.

A lack of further reports does not automatically mean that a problem has been resolved.

If the behaviour starts again or circumstances change, you can contact us again.

If you are unhappy with the service we have provided, you can use our Complaints and Learning Policy.

People, Places, Partnerships

ASB can affect both individuals and the wider neighbourhood.

For **people**, we listen to the impact of behaviour and respond to individual circumstances.

In the **places** we manage, we work to create safe and respectful environments where people can live well.

Through **partnerships**, we work with residents and other organisations to prevent problems, reduce harm and resolve ASB.