

Our policy on Anti-social behaviour



We're committed to building safe, strong and lasting communities. We don't think you should have to put up with anti-social behaviour. Our policy aims to tackle the causes and effects of anti-social behaviour.

What is anti-social behaviour?

Someone's behaviour is anti-social if it could:

- harass, scare or upset someone else
- cause a nuisance or annoy someone else in or around their home, or
- cause housing-related nuisance or annoyance.

This sort of behaviour is illegal under a number of Acts, including the Anti-social Behaviour, Crime and Policing Act 2014.

We also treat it as anti-social behaviour if someone uses, or plans to use, their THCH home for an illegal purpose.

We can take reports of anti-social behaviour from tenants, staff, other witnesses or landlords.

What we expect from you

Your tenancy or lease agreement makes you responsible for your own behaviour and the behaviour of everyone who lives with you or visits your home. You must respect others and not damage or misuse our property.

We expect you to try to sort out minor disputes and only to contact us if that hasn't worked or it isn't appropriate.

When we take on your case, we will ask you to keep a full and truthful record of incidents.

We will expect you to be realistic about our ability to end the problem and about how quickly we might be able to do this.

What you can expect from us

We work in partnership with other agencies to prevent problems with anti-social behaviour from developing in the first place.

We risk assess all incidents to decide how best to handle them. We look at:

- how serious the incidents are
- how vulnerable the victim is
- whether the perpetrator is vulnerable, and
- whether or not the perpetrator is causing a nuisance deliberately.



Minor problems

If the problem is minor, we may not be able to resolve it. However, we may be able to offer you mediation instead – where a trained mediator hears both sides and supports you to find a solution.

However, we won't take action if you are complaining about normal behaviour, for example:

- everyday noise at unusual times, when someone works shifts
- occasional one-off parties
- cooking odours or smoking in permitted areas
- children falling out with each other, or
- parking in the wrong bay (this is a parking issue, not anti-social behaviour).

More serious problems

We take genuine anti-social behaviour very seriously. However, we can't take action if there isn't enough evidence, or if it is an issue that should really be sorted out by the police or the council – sometimes with our support.

When we do decide to open a case, we normally try to resolve the anti-social behaviour by interviewing both sides first. We may also talk to your neighbours and other local agencies.

Our policy on anti-social behaviour 2

If we can't solve the problem straight away, we draw up an action plan, with timescales. We will regularly update you on our progress and discuss the options with you at every stage.

In dealing with your case, we will aim to bring the anti-social behaviour to an end as quickly as possible. Where appropriate, we will work in partnership with the council, the police, other landlords and agencies.

If the situation is serious and things don't improve, we will consider taking the case to court. Or we may support legal action being taken by our partners. Either way, to go to court, there must be enough evidence.

As a landlord we can go to court to:

- get an injunction or anti-social behaviour order (ASBO)
- ask permission to re-possess someone's home
- demote someone's tenancy, allowing us to evict them more easily in future.

Our partners can go to court for:

- a closure order to shut a property that is the source of nuisance
- a public spaces protection order
- a criminal behaviour order, or
- a community protection notice.

We will normally close a case when the victim agrees. But sometimes, we may have to close it without agreement. We will always give notice first.

Our offer of support

We aim to put victims first and will offer support so that you can stay in your home. We support any witnesses who agree to go to court to give evidence.

We recognise that some perpetrators are also vulnerable. We may bring in specialist agencies to support them to change their behaviour.

This leaflet provides a summary of our policy.

For more information send a message through your 'My Corner' account, or email customerservices@thch.org.uk