

Landlord Anti-Social Behaviour Policy

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HILLINGDON
LONDON

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1. Introduction

- 1.1 This policy outlines how we will prevent and address antisocial behaviour (ASB) affecting Hillingdon Council tenants and leaseholders, including instances where antisocial behaviour is caused by them.
- 1.2 All residents should be, and feel, safe from harm and able to enjoy their homes and surrounding green spaces. As a social housing provider in the Borough, we recognise our responsibility to protect residents' rights to peaceful enjoyment of their homes and community spaces. Where those rights are undermined by the behaviour of others, we will take action to support affected residents.
- 1.3 This policy defines what constitutes antisocial behaviour, explains when and how we may respond to reports, and sets out the principles guiding our approach.
- 1.4 Where reports do not meet the threshold for antisocial behaviour intervention, they will be managed under the Council's Good Neighbour Management Policy, which addresses behaviours that, while not antisocial behaviour or tenancy breaches, may still negatively impact others. This approach ensures residents receive appropriate support, advice, and tools to prevent escalation and promote community cohesion.
- 1.5 For a broader understanding of the Council's approach to antisocial behaviour, this policy should be read alongside the Corporate ASB Policy.

2. Scope

- 2.1 This policy applies to all Hillingdon Council residents living in properties owned or managed by the Council.
- 2.2 It also applies to other residents in the Borough of Hillingdon, where the person responsible for the antisocial behaviour is not a Hillingdon Council resident.

3. Legislation and Regulation

Legislation

- 3.1 The Antisocial Behaviour, Crime and Policing Act 2014 defines antisocial behaviour 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 Antisocial behaviour can be experienced differently by everyone, and we recognise that perceptions are shaped by how behaviour makes a person feel. The Council understands that people have varying levels of tolerance, expectations, and views on what is considered acceptable or appropriate behaviour.

3.3 In some cases, reports of antisocial behaviour may also involve criminal activity. Where this applies, victims and witnesses will be encouraged to report the matter to the police directly. If a resident is unwilling or fearful to do so, and safeguarding concerns are identified, the Council will make a third-party report and inform the individual of this action. In such instances, we will continue to manage the ASB case in our role as landlord, while recognising that the police are the lead agency for criminal matters.

3.4 Relevant legislation:

- Antisocial Behaviour, Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Criminal Justice Act 2023
- The Housing Act 1996
- The Equality Act 2010
- The Data Protection Act 2018 and UK General Data Protection Regulation
- The Social Housing (Regulation) Act 2023

3.5 This Anti-Social Behaviour Policy complies with our duties under section 218A of the Housing Act 1996 by outlining clear procedures for prevention and response, and is published, accessible, and regularly reviewed.

Regulatory context

3.6 The Regulator of Social Housing has published a series of Consumer Standards that the London Borough of Hillingdon, as a registered provider of social housing, must meet. The main Standard that relates to this policy is the Neighbourhood and Community Standard. It sets out some required outcomes and some specific expectations that we are required to deliver. We must:

- have a policy on how we work with relevant organisations to deter and tackle ASB in the neighbourhoods where we provide social housing.
- clearly set out our approach as to how we tackle and deter hate incidents in neighbourhoods.
- enable ASB to be reported easily and keep tenants informed about the progress of their case.
- provide prompt and appropriate action in response to ASB reports, having regard to the full range of tools and legal powers available to them.
- support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.

4. Complaints

4.1 When you report antisocial behaviour to us, we will treat this as a request for our service to investigate the matter, rather than as a complaint under our Complaints policy.

4.2 If you are unhappy with how we handled your report of antisocial behaviour, you can make a complaint about this under our Complaints Policy. You can do this:

- Online: <https://www.hillingdon.gov.uk/complaints>
- In writing: London Borough of Hillingdon, Civic Centre, Uxbridge, Middlesex UB8 1UW
- Telephone at 01895 250111
- In Person: at the Civic Centre, or to one of our staff members

4.3 The Housing Ombudsman monitors how we handle complaints, including those about ASB, and has provided good practice information to help organisations improve the way they handle such complaints. Please use the attached link for further information <http://www.housing-ombudsman.org.uk/>

4.4 We will comply with the Housing Ombudsman's Complaints Handling Code and monitor, report and publish performance on complaints handling.

5. Definitions

5.1 Here are some definitions of key words and phrases used in this policy. A full glossary of terms can be found at the end of the document.

- **Alleged perpetrator** – someone who is reported to have caused ASB or nuisance
- **Anti-social behaviour** – behaviour 'that is causing or likely to cause nuisance or annoyance.'
- **Officer** – Antisocial Behaviour Officer
- **Perpetrator** – someone that's deemed under the balance of probability to causing or likely to cause nuisance or annoyance.'
- **Reporting party, reporter or witnesses** - is someone who reports or has witnessed an alleged incident of ASB or nuisance
- **'Resident 1' and 'Resident 2'** – This is how we refer to parties involved in a non ASB report that falls under our Good Neighbour Management Policy
- **Victim** - will typically have been hurt, damaged, or suffered because of the action of an alleged perpetrator.

6. Policy Statement

- 6.1 We will clearly publish, and make accessible, information on antisocial behaviour and how residents can report this.
- 6.2 We will adopt a harm-centred approach, where our response to reports of anti-social behaviour is based on the nature of the antisocial behaviour but also on the impact it is having on the person reporting.
- 6.3 We will provide tools and advice to support residents when needed and encourage and support residents to communicate positively with their neighbours and understand which behaviours are considered reasonable. We will consult with residents to find solutions to behaviours which are impacting several residents.
- 6.4 We will work with communities to build community cohesion, ensuring that residents have the information they need to manage neighbourhood issues (including their communication with neighbours), we may ask residents to engage in mediation and where needed know how to inform our ASB Service regarding escalation of issues, support needed or any incident of antisocial behaviour.

7. Case Management Principles

- 7.1 We will follow the antisocial behaviour case management principles which were developed by the Home Office, Chartered Institute of Housing, the National Policing Improvement Agency, the Association of Chief Police Officers, the Social Landlords Crime and Nuisance Group (trading as Resolve) and several social landlords and community safety partnerships.
- 7.2 Across five key areas these principles provide a general framework for effective case management.

These are:

- Early intervention and Prevention
- Opening a case
- Enforcement and use of preventative tools
- Legal considerations
- Closing a case

Early Intervention and Prevention

- 7.3 We will use Introductory Tenancies to ensure new tenants fully understand their responsibilities.
- 7.4 We will complete assessments to ensure support needs are identified ahead of signing up for a new tenancy.

- 7.5 We will complete comprehensive sign-ups where tenancy obligations are explained, support needs are recorded, and tenants are referred for additional support.
- 7.6 We will carry out new tenant visits and annual visits to emphasise tenants' obligations, follow up on any support needs and remind current tenants of their responsibilities in relation to antisocial behaviour.
- 7.7 We will prevent individuals and families who have a proven history of antisocial behaviour from becoming Hillingdon tenants.
- 7.8 We will encourage tenants and residents to report incidents of antisocial behaviour through the advertising of services via the council's website, tenant engagement, contact with officers and community events.
- 7.9 We will use informal and formal interventions such as mediation, letters, good neighbour agreements and legal remedies.
- 7.10 We will identify cases at an early stage which require a good neighbourhood management response.
- 7.11 We will carry out estate inspections to identify and respond to environmental issues on estates and maintaining and managing communal areas to minimise crime and antisocial behaviour.

Initial Reporting and Assessment

- 7.12 We will deliver an accessible and accountable service which is effective and customer focused.
- 7.13 We will publicise our approach to tackling ASB in leaflets, customer newsletters, our website, social media and selected local press where appropriate.
- 7.14 We will make sure that all residents can access our ASB service easily by providing a range of reporting methods including digital technology, face to face contact, telephone, email and text. Currently the ASB reporting duty phone number is 01895 558127 (open 9am till 4pm Monday to Friday) or by emailing publicprotection@hillingdon.gov.uk. You can also report ASB in person at the London Borough of Hillingdon, Civic Centre, Uxbridge, UB8 1UW between Monday to Friday 9am until 4pm.
- 7.15 We will respond to reports of ASB within five working days. Where the risk is high, involving actual or threatened violence to the person, we will respond within 1 working day.
- 7.16 We will assess all individuals reporting antisocial behaviour to understand their level of risk and vulnerability. This ensures appropriate support is provided and any safeguarding concerns are identified at the earliest opportunity.

7.17 We will train and support all staff, including frontline and estate-based staff such as caretakers, so that they can respond and signpost appropriately and confidently when tenants report ASB to them on our estates

Opening a Case

7.18 While we support the legal definition of antisocial behaviour, we recognise that it is broad and can be interpreted differently by individuals. People's perceptions are shaped by their personal experiences, expectations, and tolerance levels, which influence how certain behaviours affect them. When ASB is reported to us we aim to consider all the circumstances, and the view of the person reporting it.

7.19 To help us decide if we should deal with a report under this ASB policy or not, we will consider the following factors:

- **Cause** - What is causing the behaviour that the reporting party is telling us about? Is it unreasonable activity?
- **Intention** - Is the behaviour purposefully or knowingly disruptive?
- **Timing** - how often is it occurring? What times of day is it happening? How long does it last?
- **Impact** - what impact is it having on the reporting party?

7.20 We categorise different types of ASB to help us assess and manage risk.

7.21 Some activities, such as household noise, one of parties, cooking smells or neighbours looking unpleasantly at one another will normally not be responded to under this policy. We are aware that these situations can still have a serious impact on residents, therefore these types of reports will be managed using our Good Neighbourhood Management Policy.

7.22. If we assess that a report cannot be managed under the ASB policy, we will explain the reasons clearly and provide advice and guidance on the most appropriate next steps.

Investigation and managing a case

7.23 Once we have received a report of ASB and initially assessed it, we will conduct an investigation.

7.24 We will provide a victim-centred response. We will treat those who been affected by ASB sympathetically and sensitively.

7.25 When we investigate and manage risk we will:

- Keep in regular contact with the reporting party and witnesses and keep them central to everything we do.
- Agree an action plan with the reporting party, victims and witnesses, and keep them updated throughout the case.
- Contact the reporting party at agreed intervals while the case is open
- Complete a Victim Risk Assessment
- Follow Safeguarding policies and procedures if appropriate
- Conduct interviews at a suitable location or way that helps to maintain confidentiality.
- Provide advice and support – which may include referrals to other agencies that can help, identifying actions the reporter may take, and identifying any security measures to be taken where appropriate
- We will maintain and build the confidence of the reporter and wider community
- We will maintain effective partnership arrangements with local agencies and improve staff training and awareness of the full range of potential partners and services offered
- We will attend and participate in regular and effective local ASB multi-agency case-based meeting(s)

7.26 We will resolve issues at the earliest stage possible, to achieve a positive outcome and to act decisively and authoritatively.

Gathering evidence

7.27 Gathering reliable and comprehensive evidence is a critical element of effective case management. It enables us to identify the appropriate intervention to address the ASB, including when legal measures are required. Legally, evidence proves the existence or non-existence of the fact(s) in question.

7.28 Evidence can include:

- Documented evidence e.g. witness statements and reports
- Oral evidence and testimony
- Hearsay evidence, provided by a third party on behalf of someone else
- Tangible evidence, such as a weapon (a physical object/item)

Potential sources of evidence can include:

- Witnesses who heard or saw the ASB
- Officials, such as Police, Housing or Environmental Health Officers or Social Workers
- Social media (Facebook, X, Snapchat, Instagram, TikTok)
- Diary sheets recording the ASB
- File notes and Police logs
- Correspondence with complainants or perpetrators
- Photographs
- Sound recordings or video recordings via the noise app
- CCTV footage

- Petitions
- Proof of criminal convictions

7.29 All forms of evidence will be reviewed as soon as possible after the event(s).

7.30 The standard of proof is the level of evidence needed to show that anti-social behaviour has happened. In most ASB cases, this is the civil standard, which means proving that it's more likely than not that the behaviour occurred. This is different from criminal cases, where the standard is higher (proof beyond reasonable doubt). Using the civil standard allows action to be taken more quickly and effectively to protect residents and communities.

Diary Sheets

7.31 Diary sheets may be used where the officer is satisfied that ASB is occurring, and they will support the reporting party and witnesses to follow the correct process for using these.

7.32 We will explain why the sheets are necessary, how to complete them, with as much detail as possible about the behaviour, who is involved, when it happens, and the impact it has.

7.33 Support will be given to help the reporting party and witnesses use the diaries e.g. translation or recording tools.

Noise

7.34 We will treat reports of noise sensitively and proportionately, recognising that some complaints concern household noise rather than ASB.

7.35 Reports that may not meet the definition of ASB will be responded to using our Good Neighbourhood Management Policy.

7.36 We may consider it appropriate to take a tenancy management approach to remind residents of their responsibilities or take other preventative action. If the behaviour continues or escalates, and we can evidence that it is ASB we may investigate in line with this policy.

7.37 We will not use the word "perpetrator" when we communicate with residents about instances of noise complaints which are being managed under our Good Neighbour Policy. Instead, we will refer to each party as Resident 1 and Resident 2.

7.38 We will respond to noise complaints being managed under our Good Neighbour Policy seriously to prevent unnecessary escalation. We may look to conduct a noise transference test to identify ways we may assist in reducing the nuisance being experienced. For further information please refer to our Good Neighbour Policy.

7.39 We will investigate noise nuisance as ASB where the noise is frequently excessive in volume and duration or occurs at unreasonable hours. If there is concern for someone's

welfare this should be reported to the police immediately by calling 999 and then reported to the Council.

7.40 We are subscribers to the Noise App which allows the reporting party to easily record audio or video evidence of incidents which cause them disturbance and submit those recordings directly to us. These recordings can also be used as evidence in legal proceedings. We will encourage residents to download and use the app if it is appropriate to their circumstances and their needs.

Hate Incidents

7.41 We will take a victim centred approach to anyone reporting a hate incident, ensuring that we treat the incident with due sensitivity.

7.42 We will provide appropriate advice and assistance to victims of hate incidents and offer appropriate support through the whole case. This may require signposting victims to Victim Support or other support agencies. This may also be done by other agencies e.g., Police or commissioned services.

7.43 We may offer, where necessary, additional security measures for victim's home, such as fireproof letter boxes and/or window locks in cases where the safety and well-being of the victim is at risk.

7.44 We will support victims of extreme incidents of hate crime to secure emergency accommodation to remove them immediately from danger.

7.45 We will take a multi-agency approach and work with partners to highlight issues in an area and support victims experiencing hate crime.

7.46 We will take appropriate action against perpetrators of hate crime.

7.47 We will share intelligence and information about perpetrator patterns of behaviour so that all partners can respond effectively.

7.48 For further information please refer to our Landlord Hate Crime Policy.

Enforcement and use of Preventative Tools

7.49 The Council will use a variety of measures to resolve ASB. This is not an exclusive list but includes the main measures that can be explored to resolve ASB.

Non-legal measures

- Mediation
- Visits
- Warning letters
- Acceptable Behaviour Contracts (ABCs)
- Diversionary Activities
- Referrals to supporting agencies

- Joint actions agreed with partner agencies

Legal measures

- Introductory Tenancy extensions
- Notice of seeking possession
- Absolute Grounds of Possession
- Notice to Quits
- Ending of a fixed term tenancy
- Possession orders
- Demoted Tenancies
- ASB Injunctions
- Community Protection Warnings & Notices (Service by Council and/or Police)
- Criminal Behaviour Orders (served by Police)
- Dispersal Power (served by the Police)
- Public Space Protection Order (NFDC Community Safety Team)
- Abatement Notices (served by the Councils Public Protection team)
- Closure Notices and Orders (Service by Council and/or Police)

7.50 When we are considering commencing legal proceedings, we will complete a proportionality assessment which will include assessment of Equality Act and human rights considerations.

7.51 In possession claims, we will follow the Pre-Action Protocol for Possession Claims by Social Landlords.

Support for Vulnerable Residents

7.52 Often a person's vulnerability may make them more likely to be a victim or perpetrator of ASB, or could result in a clash of lifestyles between neighbours.

7.53 Where vulnerabilities are identified or disclosed:

- We will act upon any support needs of a reporter/perpetrator and signpost to relevant support agents such as Adult Services or Children Services, Health Services or Victim Support.
- We will explore practical solutions such as property improvements, or additional security measures.
- We will always run support and enforcement actions in parallel to help change behaviours and to reduce ASB occurring. In particular where the alleged perpetrator would benefit from support around substance misuse, mental health or offending.
- We will endeavour to encourage awareness and engagement as a means of helping sustain tenancies.

- In exceptional circumstances we may consider a management transfer (management move) to safeguard a Hillingdon tenant. Any management transfer will be considered under our management transfer procedure.

Support for Victims and Witnesses

7.54 The Council will rely on the evidence provided by the reporting victims/witnesses, who are often in vulnerable situations, in particular when court action is necessary to stop the ASB or protect those who experience it. The council commits to looking after victims/witnesses, and we will always consider the witnesses' circumstances and their family situation.

7.55 We will support victims/witnesses by:

- Maintaining regular contact.
- Discussing any potential legal action with the reporter
- Discussing each stage of any legal processes.
- Making it clear that in some cases they will need to be prepared to give evidence or attend court in some form.
- Referring them to Victim Support.
- Sharing information with Police and other services following consent from the reporter/ victim.
- Seeking advice on whether it is possible to obtain an injunction where there maybe potential repercussions.
- Liaising with the Police around any bail conditions.
- Arranging a meeting with our legal team prior to a court hearing.
- Offering pre court visits where possible.
- Ensuring transport is available to take them to court

Closing ASB Cases

7.56 We will close ASB cases in the following circumstances:

- There is insufficient evidence to support an ASB case
- Where we have assessed, investigated and/or delivered actions that are appropriate, and we believe there is no further action is now needed. For example, a period with no further reports of ASB.
- Where the reporting parties, victims and witnesses fail to engage with us or provide us with relevant requested information.
- Where we have passed the case to a third party which is better placed to deal with the problem, and there is no further action for us.

7.57 We will always contact the reporter before closing a case to discuss this with them. If we are unable to make contact, we will write explaining why we are closing the case. The reporter will always be given 7 days to request a review of the intention to close their case.

7.58 We will reassure reporter that they are able to reapproach the service should new incidents occur.

7.59 We will ensure that all reporters receive a customer satisfaction survey to help us understand the customer experience and guide us as to how we can make service improvements

ASB Case Review (Community Trigger)

7.60 An ASB Case Review (ASBR) is a way for a complainant to ask for a formal review of how agencies have responded to repeated reports of anti-social behaviour. It can be requested when:

- you have reported anti-social behaviour to the council, police and/or registered housing provider 3 times (each made within 1 month of the ASB taking place) in the last 6 months
- no action has been taken, or you feel the action taken was inadequate
- your case has been closed (if your case is still open you must wait for the outcome)

7.61 Residents can request a case review by:

- using this link: [Anti-social behaviour \(ASB\) review](#)
- writing to the Community Safety Team, London Borough of Hillingdon, Civic Centre, Uxbridge, Middlesex UB8 1UW

7.62 Where help is needed to make a written request, residents can seek assistance from a member of the housing team, councillors or any support services.

7.63 The ASBR forms an integral part of the overall framework for tackling antisocial behaviour in Hillingdon. It gives the resident/victim the opportunity to have their voice heard and feel empowered to ensure action is taken to deal with persistent ASB.

7.64 The ASBR is a statutory provision introduced in the: Antisocial Behaviour, Crime and Policing Act 2014. It is a safety net for victims of persistent antisocial behaviour to request a review of their case to determine if further action can be taken to resolve the ongoing ASB. The ASBR is not about apportioning blame but is to focus on problem solving the case utilising the expertise of partner agencies.

Working with partners

7.65 We will work positively with our partners by taking a collaborative approach to tackling and resolving ASB on our estates. Our ongoing engagement and dialogue with partners will help us to identify priority areas where significant amounts of ASB are occurring – ‘ASB hotspots’ - and target actions to tackle it.

7.66 We will retain the role of case management in our capacity as landlord but will refer cases to other services and partners when their involvement is required

7.67 This will include working closely with the following teams/services:

- Registered Housing Providers
- Community Safety Team
- Public Protection Team
- Youth and Justice Prevention
- Police
- Adult Mental Health Services
- Addiction, Recovery, Community Hillingdon Service
- Safeguarding
- Tenancy Management
- Counter Fraud Services
- Homeless Prevention
- Adult Social Care
- Children's Services
- Repairs/Caretaking

8. Monitoring and Performance

8.1 When assessing how we comply with this policy and associated processes, we will make quality checks and run reports to look at the following key areas:

- Timeliness of responses to ASB, actions agreed within agreed timeframes, and regular progress updates
- Key activity undertaken - case reviews, risk assessments, contact agreements
- Complete and accurate record keeping - right information, right systems
- Quality of Action plans • Additional checks before legal action/eviction

8.2 Based on the above, some of the things we specifically measure include but are not limited to:

- Number of ASB cases reported per month
- Number of ASB cases reported per month per 1000 properties
- 100% of high risk ASB cases contacted and assessed within 1 working day and standard priority cases within 5 working days
- 100% of high risk ASB cases with completed risk assessments
- 100% of cases with an action plan
- Customer satisfaction with the service we deliver
- We also check our service in other ways, many of which are from outside the service or even outside of the organisation, with the aim of continuous improvement. This includes service reviews, audits, and benchmarking.

8.3 We will comply with our duty to obtain and publish Tenant Satisfaction Measures data in relation to ASB, including:

- TP12: satisfaction with the landlord's approach to handling anti-social behaviour
- NM01: anti-social behaviour cases, and those involving hate incidents, relative to the size of the landlord

9. Training

9.1 We recognise that staff are the key resource in ensuring effective responses to unneighbourly conduct. In this context it is important that staff have the knowledge, confidence, and skills to identify issues and take appropriate action. This resource extends to staff groups who are not directly responsible for the delivery of Housing Management Services but nonetheless visit Council properties on a regular basis and therefore have a real opportunity to contribute to identifying issues and responding appropriately.

9.2 All staff who visit and engage with tenants will receive training on Anti-Social Behaviour to enable and support them in making an effective contribution by putting their knowledge and skills into practice.

10. Equality and Diversity

10.1 The Council is committed to fairness and the principles of diversity and inclusion. Our aim is to ensure that our Policies and operational Procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

10.2 We are committed to:

- Consulting and engaging with residents, advocates, community organisations and forums by listening to their views, taking notice of the issues, they raise and recognising their contribution to the delivery of Housing Management Services. This includes our responses to all forms of ASB and unneighbourly conduct.
- Making reasonable adjustments for disabled people, to enable them to access our services
- Ensuring that our Services are relevant, responsive and sensitive to the needs of our existing and future residents.
- Ensuring that all sections of the community in which we operate have equal access to our services
- Offering translation and interpreting services where required

11. Accessibility

11.1 We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and

disproportionately affected. This could involve providing communications in alternative languages or formats or providing interpretation or transcription as appropriate.

12. Data Protection and Information Sharing

12.1 Hillingdon Council processes personal data in ASB cases under lawful bases defined by the UK GDPR, including public task, legal obligation, and legitimate interests, depending on the context. All data sharing follows the Annex A principles of necessity, proportionality, and fairness, ensuring only the minimum data required is shared securely and with authorised parties. Personal information is retained only for as long as necessary, in line with our retention schedule, and securely disposed of thereafter. Where processing may pose a high risk to individuals, we complete a Data Protection Impact Assessment (DPIA) to identify and mitigate risks, ensuring compliance with data protection legislation and safeguarding residents' rights.

13. Monitoring & Reviewing our Policy

13.1. This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review.

13.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and residents.

13.3 As this is a resident-facing policy, we will review the effectiveness of the policy with our involved customers one year from the implementation of the policy.

14. Related Policies and Links to Further Information

- Corporate ASB Policy
- Domestic Abuse Policy
- Good Neighbour Management Policy
- Hate Crime Policy
- Landlord ASB Procedure
- Safeguarding Policy

15. Behaviours, Competencies and Professional Standards

15.1 The Council is committed to ensuring that all social housing staff have the skills, knowledge, experience and behaviours they need to deliver good-quality, professional services to tenants and leaseholders. The desired effects include an improved service to residents, with staff better equipped to manage risks to tenants' wellbeing, health and safety. Success will be indicated through reductions in complaints upheld specifically regarding poor service or poor complaint handling; and in the long term we expect that staff with the required level of skills, knowledge, experience and behaviours will contribute to an increase in tenant satisfaction scores. This includes perceptions associated with our approach to handling antisocial behaviour and unneighbourly conduct.

16. Glossary of Terms

Term	Definition
Abatement Notice	An Abatement Notice is a formal warning from the council telling someone to stop causing a problem that's affecting people's health or enjoyment of their home. It's usually sent when there's a serious environmental health issue like loud noise, strong smells, smoke, or rubbish that's considered a statutory nuisance. A statutory nuisance is something that seriously affects people's health or their ability to enjoy their home or property.
Acceptable Behaviour Contract (ABC)	A written agreement between a person involved in ASB and the landlord or police, setting out behaviour expectations.
ASB (Anti-Social Behaviour)	Actions that cause harm, distress, or nuisance to others, such as noise, vandalism, or harassment.
ASB Case Review ("Community Trigger")	A process that allows victims to request a review of how agencies have responded to repeated ASB reports.
Closure Notice, Closure Order	<p>A Closure Notice is a short-term order issued by the police or council to stop people from entering a property that is causing serious nuisance or disorder. It can last up to 48 hours and is used when there's evidence that the property is linked to anti-social behaviour, crime, or public disturbance. Only certain people (like residents or owners) may be allowed to enter during this time.</p> <p>A Closure Order is a court order that extends the restrictions from a Closure Notice. It can last up to 3 months (and be extended to 6 months) and can completely shut down access to a property if it continues to cause serious problems. Breaking the order is a criminal offence.</p>
Community Protection Notice (CPN)	A formal notice requiring someone to stop causing nuisance or harm to the community. Failing to comply can result in a fine.
Complainant	A person who reports anti-social behaviour, who may or may not be the victim.
Criminal Behaviour Order (CBO)	A court order given to someone who has been convicted of a crime and has also behaved in a way that causes harassment, alarm, or distress to others. It can ban the person from doing certain things (like going to a specific place or contacting certain people), or require them to do something positive (like attending a support programme). The aim is to stop further anti-social or harmful behaviour. Breaking the order is a criminal offence and can lead to a fine or prison.
Demoted Tenancy	A type of tenancy that a court can give to a council tenant who has been involved in anti-social behaviour. It reduces the tenant's rights for a period (usually 12 months), making it easier for the landlord to evict them if problems continue.

Dispersal Powers	Dispersal powers can be used by the Police to tell someone to leave a specific area if they're causing or likely to cause anti-social behaviour, crime, or disorder. The person can be banned from returning for up to 48 hours. The powers are used to protect the public and reduce disruption and can include taking away items like alcohol. If someone doesn't follow the order, it's a criminal offence and they could be fined or sent to prison.
Early Intervention	Steps taken quickly to stop ASB before it escalates, such as warnings or mediation.
Harassment	Repeated behaviour that causes fear, distress, or alarm to another person
Hate Incident	ASB or harassment motivated by prejudice based on race, religion, disability, sexual orientation, or gender identity.
Introductory Tenancy	A trial tenancy given to new tenants by a council or housing association, usually for 12 months. If the tenant sticks to the tenancy conditions, the tenancy will convert into a more secure, long-term tenancy. The trial period can be extended by up to six months for certain reasons. It is easier for a landlord to end a tenancy during the trial period.
Injunction	A court order used to stop someone from behaving in an anti-social way. The order can tell them to stop doing certain things (like shouting or threatening people) or to do something positive (like attending support sessions). Breaking an injunction can lead to a fine or imprisonment.
Mediation	A voluntary process where an independent person helps people involved in a dispute reach an agreement.
Multi-Agency Working	Different organisations (e.g. police, council, housing service) working together to tackle ASB.
Noise Nuisance	Excessive or unreasonable noise that affects others, such as loud music or shouting.
Notice of Seeking Possession (NOSP)	A written notice given by a landlord, which tells the tenant that they intend to apply to court for a possession order. The Notice will set out the reasons why the landlord is planning to apply for possession.
Perpetrator	The person deemed responsible for committing anti-social behaviour. The term 'Alleged perpetrator' will be used until there is enough evidence to say that someone is responsible for ASB
Possession Order	A court order that gives a landlord the right to take back a property from a tenant
Public Spaces Protection Order	A rule made by the council to help stop anti-social behaviour in public places. It can ban or restrict certain activities, like drinking alcohol, using loudspeakers, or letting dogs off leads, if those actions are causing problems for others. PSPOs apply to everyone in the area and are clearly signposted. Breaking the rules can lead to a fine.

Safeguarding	Protecting people, especially vulnerable individuals, from harm or abuse.
Victim	Someone affected by anti-social behaviour, either directly or indirectly.
Witness	A witness is someone who has seen, heard, or experienced anti-social behaviour and can give information about what happened

Governance			
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