

**TENANCY
MANAGEMENT PLAN
FOR ANTI – SOCIAL
BEHAVIOUR**

**TO ALL TENANTS AND VISITORS,
PLEASE READ THIS DOCUMENT
REGARDING ANTI-SOCIAL
BEHAVIOUR**

WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)

Anti-social behaviour refers to actions that bother or upset other people. According to the Crime and Disorder Act of 1998, it includes behaviours that can cause people to feel harassed, scared, or upset. Harassment can be based on factors like gender, sexual orientation, marital status, race, religion, disability, age, and more. It also includes actions not allowed by law that disrupt the peace and comfort of others

EXAMPLES OF ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) can take a number of forms. Some anti-social behaviour is of a criminal nature. Other behaviour may not be criminal in nature but can still affect the quality of life in a community.

- Racist, sexist, or homophobic behaviour or language
- Actual or threatened behaviour against people or property
- Domestic violence
- Sexual abuse
- Foul language
- Damaging or threatening to damage a person's home or possessions
- Writing threatening, abusive, or insulting graffiti
- Hateful behaviour that targets members of identified groups because of their perceived differences
- Loud music
- Arguing and door slamming
- Offensive drunken behaviour
- Use of abusive, aggressive, threatening, or insulting language or behaviour
- Operating noisy machinery or undertaking any other noisy activities for an excessive amount of time or at unreasonable hours
- Rubbish dumping or littering
- Drinking alcohol in communal behaviours
- Obstructing communal areas
- Skateboarding, or playing ball games where it is likely to cause nuisance to nearby residents, or where such activity is banned
- Breach of any local bylaws
- Barking dogs, and dogs fouling communal areas
- Vandalism
- Dealing drugs
- Using homes to sell drugs, or for any other unlawful purpose
- Obstructing resident's driveways
- Doing anything else that interferes with the peace, comfort, or convenience of other people

General Statement of Landlords Approach to Anti-Social Behaviour.

The landlord sets out the principle below:

- The landlord recognises the importance of tackling anti-social behaviour and acknowledges its harmful effect on residents and communities
- The landlord will not tolerate anti-social behaviour and will take effective and early action to tackle it
- The landlord will use a wide variety of approaches to tackle anti-social behaviour. This will include preventative and enforcement approaches
- The landlord is committed to supporting victims and witnesses
- The landlord will not tolerate racist or other discriminatory behaviour
- The landlord will work in partnership with the key agencies, including the police, and the universities
- The landlord will work with neighbours to tackle anti-social behaviour problems

Obligations of the Tenants

Our tenancy agreement sets out the obligations of tenants. The main conditions relations to anti-social behaviour are as follows:

- You must behave properly and be responsible for the behaviour of everyone who lives in or visits the home. You are responsible for their behaviour in your home on surrounding areas.
- You, or any visitors must not behave in any way that causes, or is capable of causing nuisance, annoyance, disturbance, harassment, alarm, or distress to:
 - i. Other tenants and their visitors
 - ii. Neighbours and their visitors and other persons in the neighbourhood
 - iii. Any tradesmen or anyone acting on our behalf
 - iv. Any other person working in the vicinity of your home
- You must not damage, neglect, or misuse your home, your garden, or any fixture or fitting in it that belongs to us. You must repair all such damage, whether deliberate or accidental, caused by you or someone living with you or visiting you, and your repairs must meet our standards. If you do not, you will have to repay the cost of any repairs we carry out, either during the tenancy or after you have moved out of the property. Before we proceed with the work, we will write to you with details of the work to be carried out and the cost. However, this may not be possible if the work is urgent or if we cannot contact you
- You or any visitors must not use or allow your home to be used for illegal or immoral purposes
- Unless you first obtain consent, you must not park or block any of the neighbours' driveways, and you must not allow those living with you or visiting you to do so

- You must not park in position which would or might obstruct emergency service vehicles or vehicles belonging to neighbours and their visitors and you must not allow those living with you to do so
- You must keep the garden and shared alleyway outside your home clean and tidy.
- When throwing things away, you, and those living with you and visiting you, must use the correct bins provided. No bags of rubbish should be left in shared areas with neighbours or in the garden
- No animals may be kept on the premises
- You must not play, or allow to be played, any television, video, audio, audio-visual equipment, or musical equipment so loudly as to cause a nuisance and annoyance to neighbours or other persons in the neighbourhood at any time of day or so loudly as to be audible outside the property between the hours of 11 pm and 7:30 am

Complaints Procedure About Anti-Social Behaviour of a Tenant

Gathering information and evidence

- The landlord will aim to acknowledge all complaints (except those made anonymously)
- If a complaint about anti-social behaviour is made anonymously, as much information as possible will be gathered, and the substance of the complaint will be investigated. The landlord will inform the police if the tenant's behaviour or any of their actions amount to criminal offense(s). The local authority may also be contacted regarding any anti-social behaviour
- When a complaint is received, the landlord will try to obtain as much information as possible straight away, making notes and details of the incident
- All complaints will be managed as quickly and efficiently and complainants kept informed at all stages.

ACTIONS THE LANDLORD CAN TAKE

Once information of the anti-social behaviour has been gathered, the landlord will contact the tenant. This will enable the landlord to talk to the tenant about the complaint and also to hear their versions of the events. In some cases, bringing the complaint to the attention of the tenant will be enough to stop the behaviour. Where appropriate the landlord will offer support to the tenant (or provide details of those who maybe offer to help)

Step 1: Verbal Warning

The landlord will contact the tenant and make it clear to them what they need to do prevent any further action being taken, and what may follow if they do not resolve the problem. The landlord will follow up the home visit with a letter of what was agreed. The situation will then be monitored, with further visits and/or further letters from the landlord. if the landlord is unable to make contact verbally with the tenant an "initial contact letter" will be sent to the tenant to contact the landlord to discuss the complaint.

Step 2: Initial Warning Letter

If reasoning with the tenant does not resolve the anti-social behaviour, and there is clear evidence that the identified problem is continuing, then a warning letter will be sent to the tenant detailing the ASB and how it should be modified. This letter will include:

- Identification of the breached tenancy agreement.
- Explanation of how the tenant has violated the agreement.
- Instructions on what they should do to prevent further action from being taken.
- The consequences of continuing to breach the tenancy conditions

Step 3: Final Warning Letter

If the behaviour does not stop, a final warning letter will be sent to the tenant advising the tenant that the tenancy agreement has been breached which could result action being taken leading to possible eviction.

Step 4: Serve Notice (or caution in some cases)

Closing the case

When the landlord is completely satisfied that the anti-social behaviour has ceased, the case will be closed.

A case may be closed when the tenant moves home, when the complainant and tenant come to their own amicable solution through mediation or some other means, when the complainant confirms that the anti-social behaviour has ceased, or when the tenant is evicted. When the case is closed, the landlord will write to the complainant, and if appropriate, to the tenant, to confirm this