



THE ASSOCIATION HOUSING ASSOCIATION

DOCUMENT CONTROL	
Policy name:	Anti-Social Behaviour and Hate Crime Policy
Version:	
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Customer facing:	Yes

1. Introduction

1.1 This policy establishes Tuntum Housing Association (The Association)'s role in tackling Anti-Social Behaviour (ASB). It covers issues of ASB, harassment and hate crime. Unless stated otherwise, it uses the term ASB to incorporate harassment and hate crime. Domestic abuse and violence are dealt with through a separate policy and procedure, although we recognise that other forms of anti-social behaviour, such as noise, can be an indicator of domestic abuse, and we will be sensitive to and consider this in our investigations.

2. Policy statement and aims

2.1 This policy aims to ensure that:

- The Association Housing Association residents and others residing where our properties are situated can enjoy the quiet occupation of their homes regardless of ethnicity, religion, sexuality, age, gender or disability.
- Our staff and residents understand that we take ASB seriously and are committed to tackling it with our residents.
- We take positive action, working closely with partner organisations, in tackling crime and ASB on our estates.
- We use evidence from various sources, including statutory agencies, to take enforcement action where appropriate.
- We support initiatives to prevent ASB and operate within a framework that complies with statutory and best practice obligations.

3. Legislation or regulatory requirements

3.1 A range of relevant legislation addresses different aspects of ASB. Much of the legislation gives powers to the Police and local authorities, and we will work with them to maximise the tools available to tackle ASB on our estates:



- Housing Acts 1985, 1988 and 1996
- The Crime and Disorder Act 1998
- Anti-terrorism Crime and Security Act 2001
- The Anti-social Behaviour Act 2003
- Racial and Religious Hatred Act 2006
- ASB, Crime and Policing Act 2014
- Social Housing (Regulation) Act 2023

4. Scope

4.1 This policy applies to all The Association customers, including those in general needs, sheltered schemes, specialist housing, leasehold, and shared ownership properties. We may take legal action under relevant tenancy agreements, leases, licences, and legislation if necessary.

4.1.0 When customers report ASB from non-customers, we advise, support, and help them report to the relevant agency. We will assist partnerships when our intervention can resolve these cases.

4.1.1 We will provide or refer customers to support services to mitigate ASB's impact. We will use legal powers where necessary to help resolve ASB, in partnership with other agencies, when it is reasonable and proportionate.

4.1.2 Customers should report criminal ASB to the police or relevant bodies. We will encourage agencies to use their powers to resolve ASB and support partners where our intervention helps achieve solutions.

4.1.3 We value collaboration with the police and local authorities to enforce the law. We will use evidence from them and our own to take enforcement action when appropriate.

4.1.4 We recognise the detrimental effect of ASB on our customers and communities.

4.1.5 As a responsible landlord, we tackle and prevent ASB, acknowledging that residents and other agencies, including the police and local authorities, share this responsibility.

4.1.6 We aim to minimise ASB through preventative action and partnerships with local and national agencies. This includes working with community safety partnerships on initiatives like target hardening, crime prevention, and youth diversion activities.

4.1.7 Everyone has the right to their lifestyle, provided it does not breach tenancy agreements or affect others' quality of life. We promote tolerance and respect for others' needs when addressing customer concerns.



4.1.8 We ensure our colleagues are well-trained to respond effectively to ASB reports and prevent escalation of incidents.

4.2 Policy details and guidance

4.2.0 Ways to report ASB

4.2.1 In an emergency, customers should always call 999 in the first instance.

4.2.2 Customers can report ASB incidents to The Association;

- **Telephone:** Call us at 0115 916 6066. Our customer service team is available Monday through Friday, 9 a.m. to 5 p.m. For out-of-hours assistance, please use the same number.
- **Personal Visits:** Visit any Tantum Office. Customer Services at our Head Office are open Monday through Friday, 9 a.m. to 5 p.m.
- **Online Contact Form:** Use our online contact form on our website: www.tantum.co.uk.
- **Email:** Send us an email at customerserviceteam@tantum.co.uk
- **Written Correspondence:** You can also reach us through written correspondence.
- **Direct Communication:** Speak directly to our staff members.

4.2.3 We keep records of all reports of ASB, treat them seriously and deal with them promptly and efficiently.

4.3 Our response

4.3.0 The tenancy agreement, lease, or licence is a legally binding contract between the Association and its customers. Each sets out obligations, terms, and conditions for both parties. These explain what type of behaviour they are responsible for and what type of behaviour is unacceptable. Customers are responsible for the behaviour of those who live with them, including children and visitors.

4.3.1 The Association adopts a victim-centred approach based on risk assessments to

4.3.2 ensure we provide appropriate customer support. The higher the risk, the quicker our response will be.

4.3.3 We also recognise that some cases are by their nature high risk, i.e. hate crime, and physical violence, and we will respond to these accordingly.

4.3.4 We will respond within one working day for high-risk cases such as racial harassment. Our response times for low-risk cases are set out in Para **4.5** below.



4.4 We will be clear from the outset if the complaint is not ASB.

- 4.4.0 Customers should handle minor personal disputes with neighbours. We recognise that nuisances are often unintentional, so we encourage customers to discuss issues with neighbours unless it is unsafe.
- 4.4.1 We will assess risks for all complainants upon the initial ASB report to identify vulnerabilities and support needs. This information will guide support provision, and we will review it throughout ongoing cases. We will agree on a course of action with complainants, informing them of our steps, their responsibilities, and timelines. We will keep them updated regularly.
- 4.4.2 We will not disclose a complainant's identity to the alleged perpetrator without permission but will inform complainants that perpetrators might deduce who reported them. We will conduct thorough and timely investigations into reports, gathering evidence from witnesses, agencies, or CCTV to establish facts before concluding guilt.
- 4.4.3 We will use all available tools to manage nuisance and harassment, working with relevant agencies when necessary. Our response will be reasonable and proportionate. In neighbour disputes, we may refer to mediation services and expect complainants to engage if no criminal investigation is underway.
- 4.4.4 We expect customers to report crimes to the police and will participate in information-sharing protocols with the police, Community Safety Partnerships, and other forums to coordinate a response. The Association believes in prevention, working with 'at-risk' households to support tenancy sustainment. We challenge perpetrators' behaviour by partnering with social care, local authorities, police, probation, and other landlords.
- 4.4.5 We support rehabilitation initiatives for alleged perpetrators, especially those vulnerable or affected by substance abuse, mental health issues, or disability. We seek to include positive requirements in ASB injunctions where feasible. We will evict tenants in line with the Housing Acts provisions if they do not change unacceptable behaviours.
- 4.4.6 We recognise and promote the benefits of diversionary activities where appropriate. We will consider ASB and crime prevention through environmental design ('target hardening') to reduce recurrence risk where appropriate.
- 4.4.7 We encourage and support customers affected by ASB to stay in their homes and work with us to resolve issues rather than move away. We will discuss case closure with the complainant and seek feedback to evaluate service effectiveness and inform continuous improvement.



4.4.8 We will use publicity in successful cases to increase community confidence, deter offenders, and inform the community about reporting ASB unless restricted by the Court. Complainant details will not be publicised without consent.

4.5 We categorise ASB complaints as follows:

4.5.0 **Crime (Grade 1)** – We will contact you within three working days to start our investigation.

4.5.1 **Noise (Grade 2)** – We will contact you within five working days to start our investigations. Customers **must** report excessive noise to their local environmental health team. We will work with the local environmental health service to tackle noise nuisance.

4.5.2 **Other forms of ASB (Grade 3)** – We will contact you within five working days to start our investigations.

- Further details on each category will be in our ASB and Hate Crime Procedure.

4.6 What is not considered ASB?

4.6.0 Reports about ball games, disputes over boundary issues, actions that amount to unpleasant people (e.g., staring at or ignoring people), parking and other neighbourhood issues are not generally considered ASB.

4.6.1 Reports due to different lifestyles or everyday living situations which are not intended to

- cause nuisance or annoyance are not generally considered ASB.
- This includes children playing and babies crying, household noise due to everyday living (e.g. proportionate TV, music/radio noise, noise from electrical items such as washing machines or vacuum cleaners and DIY during reasonable hours),
- one-off parties that are not of an exceptional nature, BBQs and celebrations, cooking odours and reasonable household smells, smoke,
- minor car maintenance
- minor disputes between neighbours because of personal differences.

4.6.2 These are examples of possible reports that are not ASB, and it is not intended to be a definitive list. In those instances, we will encourage customers to be more tolerant of their neighbours, to build a relationship with their neighbours so that they can discuss any concerns they have constructively or, where necessary, make referrals to support providers or mediation.

4.6.3 Although these are some examples of behaviour we do not generally consider ASB,



we know that sometimes there are low-level and repeated incidents treated in isolation, which may not appear serious or even as ASB but may have a severe impact on the complainant's life.

4.6.4 Therefore, for low-level reports of ASB, if the behaviour is persistent and deliberate and if it is found to be hurting a person or if they are at risk or potentially at risk of harm, then we will investigate the matter as ASB in line with this policy.

4.7 Legal Action

4.7.0 In cases where The Association have assessed that there is a responsible party legal action could follow if we consider this appropriate and proportionate. This could include applications to the County Court for an ASB injunction under the Anti-Social Behaviour Crime and Policing Act 2014. The Act gives The Association powers to seek injunctions against its own tenants or other people causing ASB in its properties or in the locality of its properties.

4.7.1 In very serious cases an application to the County Court to evict a tenant(s) guilty for serious and/or persistent ASB will be made.

4.8 Complaints about our response

4.8.0 When an ASB report is received, it will be managed through this policy, not the Association's Complaints policy.

4.8.1 If a customer is dissatisfied with the service they have received from the ASB team, they can make a complaint in line with The Association's Complaint policy. Further information is available on our website.

4.8.2 We will support complainants wishing to have their issues reviewed by way of the Community Trigger.

- The Community Trigger is a process that enables complainants to review how their reports have been investigated where they feel they did not get a satisfactory response.
- Any concerns raised through the Community Trigger will be dealt with in line with the local authority procedure for that area.
- Information about each area's Community Trigger process should be available on the local authority website.

5. Roles and Responsibilities

5.1 Housing Services Manager

- Oversees tenancy management, develops and implements policies, ensuring compliance with legislation and regulations.



5.2 Housing Services Team

- Manages the tenancy lifecycle: processes applications, conducts viewings, allocates homes, explains terms, responds to queries, monitors rent, enforces rules, addresses ASB, and supports tenants.

5.3 Asset Management Team

- Conducts inspections, repairs, and maintenance, ensuring compliance with safety standards and regulations.

5.4 Specialist Housing Team

- Manages complex licensee cases, provides tailored support, and collaborates with external agencies to ensure the well-being of the licensee and community.

5.5 Customer Services Teams

- First point of contact for inquiries on rent, repairs, and tenancy issues. Provides advice, resolves complaints, and ensures timely and efficient service.

6. Monitoring, including audit and review

6.1 Policy Dissemination:

We will:-

- Make the ASB and Hate Crime Policy available to all stakeholders, including customers, staff, and contractors.
- Provide clear instructions on how to access and understand the policy.
- Ensure the policy is easily accessible on the housing association's website and intranet.

6.2 Review and Updates:

We will:-

- Establish a regular review process to assess the effectiveness of the ASB and Hate Crime Policy
- Identify areas for improvement and make necessary updates to ensure ongoing compliance and relevance.
- Seek feedback from residents, staff, and contractors to inform the review process.

6.3 Monitoring and Enforcement:

We will:-

- Implement a system for monitoring adherence to the ASB and Hate Crime Policy
- Take appropriate disciplinary action for any violations of the policy.
- Provide clear guidelines on critical aspects of the policy

6.4 Evaluation and Reporting:



We will:-

- Conduct periodic evaluations to measure the success of the policy implementation.
- Collect data on customer satisfaction.
- Prepare regular reports for the board of directors and senior management.
- By following this implementation strategy, the Association will ensure the ASB and Hate Crime Policy is effectively implemented.

7. Procedure

7.1 ASB and Hate Crime Procedure

8. Equality Impact Assessment

Tuntum Housing Association is committed to Equality, Diversity and Inclusion and will make reasonable adjustments to the policy to recognise, accommodate and support individual needs where needed. This Policy adheres to the Association’s approach to Equality and Diversity. All staff members will take a proactive approach to ensure that no individual or group is discriminated against or treated differently as a direct or indirect result of this Policy.

9. References

RELATED EXTERNAL DOCUMENTS	
Reference	Link to reference
<ul style="list-style-type: none"> • Landlord and Tenant Act 1985 • Housing Act 1988, 1996 • Localism Act 2011 • Protection from Eviction Act 1977 • Housing and Regeneration Act 2008 • Social Housing (Regulation) Act 2023 • Equality Act 2010 • Data Protection Act 2018 	
RELATED INTERNAL DOCUMENTS	
Reference	
<ul style="list-style-type: none"> • Tenancy Agreements • Tenancy Management Procedure • ASB and Hate Crime Procedure • Repairs and Maintenance Policy • Void Properties Management Policy 	



- Abandonment Policy
- Assignment Policy
- Mutual Exchange Policy
- Succession Policy and Procedure

10. Contacts

For any inquiries or concerns regarding this ASB and Hate Crime Policy, please contact:

- General Housing Team generalhousingteam@tantum.co.uk
- Asset Management assetmanagement@tantum.co.uk
- Customer Services Team customerservicesteam@tantum.co.uk

Internal control not for publication:

Policy changes	
Policy version	Proposed changes
V.1	

Appendix 1

Definitions

Anti-Social Behaviour is defined by Section 2(1) of the Anti Social Behaviour Crime & Policing Act 2014 as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person. For possession proceedings, the grounds for possession define ASB as:

Where the tenant or a person residing or visiting the property (a) "has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or (b) has been convicted of – using the dwelling- house or allowing it to be used for immoral or illegal purposes, or an indictable offence committed in, or in the locality of, the dwelling-house".

Harassment

Harassment can include a range of behaviours such as threats, verbal abuse, written abuse via social media, damage to property, violent behaviour, stalking and behaviour causing or intended to cause alarm or distress. These are generally criminal offences and are the responsibility of the police. Where



appropriate, The Association Housing Association will take tenancy enforcement action against a perpetrator due to evidence obtained by the Police or upon conviction.

Racial harassment is perpetrated against individuals or groups because of their colour, race, nationality or ethnic or national origins when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism. Again, these are generally criminal offences that are the responsibility of the police. The Association Housing Association Housing will take tenancy enforcement action against a perpetrator due to evidence obtained by the Police or upon conviction.