

## Statement of Anti-Social Behaviour (ASB) Policy and Procedures

### 1.0 What is Anti-Social Behaviour?

Karbon Homes defines anti-social behaviour in accordance with the provisions of the Anti-Social Behaviour, Crime and Policing Act 2014 as being:

- (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.

Anti-Social Behaviour (ASB) typically falls into one of the following categories:

- Noise.
- Verbal abuse/harassment/threatening behaviour/intimidation.
- Hate related incident.
- Vandalism and damage to property.
- Pet and animal nuisance.
- Nuisance from vehicles.
- Alcohol related.
- Domestic abuse.
- Other physical violence
- Litter/rubbish/fly tipping.
- Garden Nuisance.
- Misuse of communal areas/public space/loitering.
- Prostitution/sexual acts/kerb crawling.
- Other criminal behaviour/crime.

### 2.0 What is Karbon Homes policy on Anti-Social Behaviour?

Karbon Homes recognises that anti-social behaviour has a harmful impact on individuals and communities.

Any action taken to address anti-social behaviour will be appropriate and proportionate action in relation to that case. Both non legal remedies and/or legal proceedings may be considered to resolve ASB.

Where we have housing stock which is part of a multi tenure community we recognise that our commitment must cover all residents living within those areas.

Karbon Homes will challenge ASB reported to us regardless of whether customers live in a 'Karbon managed home' and do everything that is reasonably possible in order to deliver a responsive and high quality service to all residents.

We are committed to enabling residents in the communities in which we work, to have the quiet enjoyment of their home with decent, safe and secure living conditions. Everyone has the right to live the way they want as long as it doesn't spoil the quality of life for others. This does mean being tolerant, accepting and respecting the needs and choices of other people.

Karbon Homes will seek to support and sustain tenancies using early intervention methods. If the problem continues, we may take the following actions, in partnership with relevant agencies (this list is not exhaustive):

- Visits/warning letters.
- Acceptable Behaviour Agreements.
- Injunctions.
- Demotion orders.
- Possession Proceedings (a last resort).

### **3.0 How to report anti-social behaviour?**

Karbon Homes understands that incidents of ASB can happen at any time and we need to ensure we are approachable, responsible and accessible.

It is important that reporting incidents is as easy as possible for our customers. Anti-social behavior (ASB) can be reported:

- In person to any member of staff
- By telephone (during office hours and when we are closed to our out of hours service)
- In writing, by email or through social media
- Through our online reporting system on our website
- Via a tenants/residents association, community group, community representative or Local Authority Community Safety Team
- Via a Councillor or MP
- We will accept anonymous complaints of ASB, even though it can be difficult to conduct a full investigation without knowing the identity of a complainant. This must be explained to the complainant, and they should be asked how they want to be advised of the outcome of an investigation.

### **4.0 Our approach to anti-social behaviour**

Karbon Homes is committed to thoroughly investigating ALL complaints of Anti-Social Behaviour (ASB) and neighbour nuisance. We will implement appropriate, responsive and proportionate action against those who commit ASB and nuisance whether it is being caused by them, their family/household members and/or visitors.

Victims, witnesses, staff and any other agencies involved will be supported and kept up to date and informed of progress or lack of progress in a case.

Karbon Homes will not ordinarily move victims, witnesses or perpetrators involved in an active ASB case as a means to resolve disputes (except in exceptional circumstances).

Residents are expected to abide by the terms of their tenancy agreements and where applicable their lease agreement at all times. If a case of ASB is reported that relates to a tenant or leaseholder, the tenancy agreement/lease will be checked to establish if a condition or conditions have been breached.

Karbon Homes recognise that it is important to understand the underlying causes of the behaviour of individuals. Karbon Homes will challenge bad behaviour and will offer support to perpetrators offering a chance for individuals to change.

What residents can expect from us:

- Officers will arrange for the victim/reporter/information provider/complainant to speak to a member of staff, in private and in a safe environment.
- Staff will be trained to deal with anti-social behaviour.
- Where possible a member of staff who is the same sex or ethnic origin will discuss the issues if you feel more comfortable with this.
- If required we will arrange for a professional interpreter or signer.
- Officers will listen to you and give you time to explain your situation.
- We will treat all information you give to us in confidence and will only pass on the information to other agencies if you give us your permission.
- We will keep you informed of the investigation and explain the implications of any action taken. You must agree to any action that may be taken.
- We will ensure any literature is translated into your first language wherever necessary.
- Where we are unable to help, Karbon Homes will refer you to other agencies.

Wherever possible we will respect confidentiality. Information may be shared with other agencies for the purpose of preventing ASB or crime. For example, any information that is disclosed of a crime or issues relating to child protection matters must be referred to the relevant agency.

## **5.0 Supporting Victims and Witnesses**

Karbon Homes adopts a victim-centred approach, staff will discuss the issue of confidentiality with victims at the first opportunity.

Staff will support victims by dealing with their reports promptly, keeping them informed of any developments relating to their case and referring them to appropriate support services where necessary.

If repairs or security measures are needed to victims' homes we will undertake these as a high priority. For example, secure damaged doors and frames, boarding up windows and changing locks will be treated as emergency repairs.

## **6.0 Closing cases**

Officers have set timescales for resolving cases. Occasionally, due to factors such as delays in court proceedings, evidence gathering or other factors it may be necessary to extend those timescales.

In agreement with the victim, officers will close cases when they have been resolved. Occasionally, there may be circumstances, when we close a case without the agreement of the victim. This is likely to be when Karbon Homes have explored all options and there may be nothing further to action.

If the complainant is not happy with the service they have received, they can make a formal complaint through our complaints procedure.