

EDEN HOUSING ASSOCIATION LIMITED

ANTI-SOCIAL BEHAVIOUR POLICY

Approved by the Board of Management

4 March 1997

First Revision

16 March 2004



EDEN HOUSING ASSOCIATION

ANTI-SOCIAL BEHAVIOUR POLICY

The aim of this policy is to demonstrate to tenants, applicants and the wider community that the Association views anti-social behaviour as unacceptable and will take effective action to assist affected tenants.

Anti-social behaviour can be defined as anything which interferes with a persons peaceful enjoyment of their home and its surrounding area. It forms a wide continuum of disturbing behaviour from minor problems with dogs, children, untidy gardens and lifestyle clashes through to serious noise problems, violent and criminal behaviour, racial harassment and other hate crimes, intimidation and drug dealing.

Racial Harassment is dealt with in a separate policy and procedure.

Tackling such behaviour can involve a significant amount of housing officer time, and the Association will provide the necessary training in terms of conciliation and negotiation skills, legal remedies, victim support and an understanding of policy and procedures. To reflect the fact that expertise and experience exists in other agencies, liaison will be encouraged with the police, social services, tenant and other community groups, environmental health and other bodies with the necessary power and services. Advice and training will also be provided to tenants and tenants' associations, including the use of explanatory leaflets. To be effective this policy will require the support of tenants, and links with communities will be strengthened to develop, if possible, a culture where anti-social behaviour is not acceptable.

The Associations tenancy agreement clearly sets out the type of behaviour, which we class as unacceptable, with further explanation in the Tenants' Handbook. The Association will monitor the effectiveness of the agreement in tackling this problem, and review the agreement in the light of any statutory changes. Remedies range from Housing Officer intervention through mediation, injunctions and anti-social behaviour orders, to possession proceedings. The Association will always view possession proceedings as the last course of action, preferring to stop the anti-social behaviour rather than just move it elsewhere.

The Association recognises that the problem of anti-social behaviour must be tackled on a broad front and will employ a range of measures, including:

- encouraging tenants to settle matters amicably, as an initial step;
- ensuring regular housing officer presence on estates and encouraging close working relationships with tenants and tenants associations;
- liaising with other relevant agencies such as the Police and Environmental Health;
- use of anti-social behaviour orders;
- enforcing the tenancy agreement by use of possession orders, but only as a last resort;
- use of injunctions;
- use of mediation services to resolve differences between neighbours;
- use of professional witnesses, if required, in close consultation with the Police, in order to obtain adequate evidence for court action;
- the promotion of pro-active preventative measures such as security lighting, door entry systems and improving noise insulation in properties.

The Association recognises that anti-social behaviour can be difficult to resolve, particularly where corroborative evidence cannot be obtained, but will use its best endeavours to successfully enforce this policy.