



Tackling Anti-Social Behaviour Policy

Summary Statement

Living where there is anti-social behaviour can be a horrendous experience, causing widespread misery for individuals and communities. We want customers to peacefully enjoy their homes and we understand the devastating impact that anti-social can have on people's lives. We are committed to preventing anti-social behaviour wherever possible and tackling cases effectively.

This policy reflects best practice and complies with all relevant legislative and regulatory requirements.

This statement is a summary of our approach and includes:

- How those affected by anti-social behaviour can communicate with us in a variety of ways. Information about our services is available in different formats.
- We acknowledge all reports of anti-social behaviour, and ensure those who have reported this to us are kept up to date with progress and any ongoing action or investigations.
- We treat all reports of anti-social behaviour seriously and take a proactive approach in reducing the ability for anti-social behaviour to occur in the first place. The action we take is carefully considered and we engage partners in cases that require intervention and support.
- We take appropriate enforcement action against perpetrators where we have sufficient evidence to do so and use all legal powers available to us, including ending tenancies and evicting perpetrators where appropriate.
- We recognise that domestic abuse can have a devastating impact upon victims and are committed to supporting any person who is experiencing, or has been threatened with it. We take firm action against customers who perpetrate domestic abuse in our accommodation by enforcing the anti-social behaviour terms in our tenure agreements where appropriate.
- We do not tolerate harassment, threats of acts of violence towards customers, colleagues and contractors or to any other person acting on our behalf.
- We recognise the importance of keeping people safe and we adopt a robust approach to managing risk in relation to drug and substance misuse. Any action we take is appropriate to the circumstances and considered on a case by case basis.

These are summary policy statements. You can request a copy of the full Tackling Anti-Social Policy from the Policy Team on 0845 155 1234 or by emailing policy@homegroup.org.uk.