

Anti-Social Behaviour (ASB) Policy

1. This policy only relates to Roundshaw Homes' properties, not any properties owned by LB Sutton and managed by the organisation. For these properties LB Sutton's policy and procedures should be applied

2. Roundshaw Homes , tenancy conditions contain clear provisions preventing tenants, people living with them and visitors to their home causing nuisance, annoyance and disturbance to neighbours, other tenants or their visitors. Roundshaw Homes staff will take speedy and appropriate action to ensure that residents have the quiet enjoyment of their properties when complaints are received and can be substantiated.

3. Where enforcement is appropriate Roundshaw Homes will tackle the behaviour of perpetrators using the tools available to us, for example injunctions, acceptable behaviour contracts (ABCs), or using anti-social behaviour orders (ASBOs). However where an incident is so severe or where individual or families do not change their behaviour when challenged, Roundshaw Homes will consider a demoted tenancy or eviction. Where the decision to evict is taken Roundshaw Homes will do so with utmost speed. Eviction will always be the last resort and used where it is appropriate and proportional to the case.

4. In certain circumstances enforcement action may not be appropriate or possible. For example where it cannot be established who the perpetrators are, or the ASB is relatively minor or a one off incident. In such cases alternative resolution methods, including mediation, may be more appropriate and such cases can be closed after minimal action or intervention by Roundshaw Homes staff and/ or our partners.

6. Whenever a report of ASB is received, Roundshaw Homes staff will consider the support needs and vulnerability of the complainant, witnesses and perpetrator as part of the process of determining how best to deal with the matter. Where appropriate the officer dealing with the complaint will refer the case to the Tenants Support Worker. A joint approach between the two officers should be taken when dealing with ASB where one or more of those affected is vulnerable.

7. Roundshaw Homes embraces the 'TOGETHER: tackling anti-social behaviour' initiative from the Home Office. Roundshaw Homes are committed to partnership working with residents and outside agencies as part of a multi-agency approach to resolving ASB.

8. Roundshaw Homes recognises that ASB occurs in one of two ways:

- Through the behaviour of a tiny minority of inconsiderate individuals and groups who show no respect or concern for others.

Or

- Because an individual has a support need which causes him or her to act in a way which appears that he or she has no respect or concern for others.

Accordingly, Roundshaw Homes defines ASB as:

Conduct which is capable or causing nuisance or annoyance to any person.

9. Roundshaw Homes has developed an ASB case monitoring system to record all cases of ASB reported. There are 3 categories of ASB that determine the speed of response.

- Category A – serious and criminal ASB requiring a 24 hour response

Category A includes:

- Racial harassment
- Hate crimes
- Domestic violence and abuse
- Assault
- Racist/Homophobic graffiti
- Arson or attempted arson
- Harassment

Such ASB will always be reported to the Police unless the complainant expressly requests that Roundshaw Homes do not do so.

- Category B – criminal ASB requiring a response within 5 days

Category B includes:

- Prostitution
- Threats and intimidation
- Drug use and dealing
- Car damage/theft
- Vandalism
- Graffiti

Such incidents will normally involve joint police action, particularly where this is likely to be a pre-requisite for effective legal action to stop the behaviour. Residents will always be advised to report such matters to the police.

- Category C – ASB requiring a response within 10 days

Category C includes:

- Noisy neighbours
- Children/youths hanging around
- Dumping of rubbish
- Rowdy behaviour and drunkenness
- Bullying among children
- Car repairs
- Abandoned vehicles
- Boundary disputes
- Unsanitary conditions
- Nuisance by pets

Roundshaw Homes initial approach to such behaviour will be to provide a listening ear for residents and encourage residents to find their own solutions.

The above lists are indicative not exhaustive.

10. After 30 June 2003 Roundshaw Homes will consider applying to the County Court for an order to change an assured tenancy to a less secure demoted tenancy for the period of one year. If during that year the perpetrator continues to cause ASB Roundshaw Homes can then apply to the County Court for possession. If at the end of the year Roundshaw

Homes has been happy with the tenant's conduct the tenancy will revert back to an assured tenancy.

During the period of a demoted tenancy the tenant loses the usual rights accorded to a Roundshaw Homes assured tenancy, such as the Right to Acquire, ability to transfer, exchange or assign the tenancy.

11. All information gathered in the course of ASB work will remain confidential. As a course of dealing with ASB Roundshaw Homes may need to share information with other agencies. In these instances Roundshaw Homes will request that the consulting person gives permission to do so.

In extreme instances where Roundshaw Homes fear that a person may be at risk, in particular a child, officers may need to inform certain agencies such as the Police or Social Services. In these instances it may not be practical to get permission from the reporting person. This action will not be taken without the express agreement of the General Manager or in his or her absence the Senior Estate Manager.