

Habitare Homes Limited: Anti-Social Behaviour Policy

Version:	v3.0
Author:	Operations Director
Policy Owner:	Board
Date adopted:	June 2026
Date of next review:	June 2028
Approved by:	Board

1 | Introduction

- 1.1. Habitare Homes Limited (“Habitare”) is committed to ensuring that residents can use and enjoy their homes safely and peacefully. Habitare recognises that anti-social behaviour (“ASB”), hate incidents, harassment and domestic abuse can have a serious impact on residents, households and communities, including on people’s physical and mental wellbeing. This Policy sets out Habitare’s approach to preventing, reporting, investigating and responding to ASB in and around Habitare homes. It is intended to support a fair, victim-centred, harm-based and proportionate approach, while recognising that some issues are more appropriately dealt with by the Police, local authority environmental health, social services or other specialist agencies.
- 1.2. Habitare will not tolerate nuisance or anti-social behaviour directed towards our residents, their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.
- 1.3. Where Managing Agents provide housing management services on Habitare’s behalf, they will be expected to operate in line with this Policy and any relevant management agreement. Habitare remains accountable for ensuring that its homes are managed in accordance with applicable law and regulation.

2 | Scope

- 2.1. This Policy applies to:
 - residents of Habitare homes, including shared owners, leaseholders, tenants and other lawful occupiers;
 - members of their household;
 - visitors to Habitare homes or estates;
 - applicants and prospective residents where relevant; and

- Board members, staff, Managing Agents, contractors and any other person acting on Habitare's behalf in relation to the prevention or management of ASB.

2.2. This Policy applies to conduct occurring in Habitare homes, communal areas, on Habitare-owned land, in the locality of Habitare homes, or where the conduct has a housing-related impact on Habitare residents, staff, contractors or Managing Agents.

3 | Purpose

3.1. The purpose of this Policy is to:

- prevent and minimise ASB, hate incidents and housing-related nuisance affecting Habitare residents and communities;
- provide a clear and accessible framework for reporting and responding to ASB;
- ensure a victim-centred, risk-based and proportionate approach to case handling;
- support early intervention, prevention and partnership working;
- ensure Habitare and its Managing Agents comply with relevant legal and regulatory requirements; and
- make clear that Habitare remains responsible for oversight of ASB services delivered through Managing Agents.

4 | Definitions

4.1. Anti-Social Behaviour is defined by Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014, as:

- Conduct that has caused, or is likely to cause harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person

4.2. **Harassment** is a specific form of ASB that is targeted at a person or group of people for any reason. We base the definition of harassment on the Equality Act 2010:

"Any unwanted behaviour affecting a person's well-being or dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment".

4.3. **A hate incident/ hate crime** is any incident perceived by the victim or any other person to be motivated by hostility or prejudice linked to a protected characteristic. Where a criminal offence has occurred, this may amount to a hate crime. We treat

hate incidents and hate crimes as a serious form of ASB, and report hate crimes to the Police.

- 4.4. **Domestic abuse** has the meaning given in the Domestic Abuse Act 2021 and may include physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, and psychological or emotional abuse. We treat domestic abuse as a high-priority matter, not a neighbour dispute, and deal with it sensitively and in partnership with specialist agencies and the Police.

5 | Relevant Legislation

- 5.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- Anti-social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Equality Act 2010
- Human Rights Act 1998
- Protection from Harassment Act 1997
- Housing Act 1996
- Environmental Protection Act 1990
- UK General Data Protection Regulation
- Home Office: ASB powers, statutory guidance for frontline professionals
- Housing and Regeneration Act 2008
- Social Housing (Regulation) Act 2023
- Renters' Rights Act 2025
- Crime and Policing Act 2026
- Regulator of Social Housing Consumer Standards (April 2024), in particular the Neighbourhood and Community Standard and the Transparency, Influence and Accountability Standard
- Housing Ombudsman Complaint Handling Code

6 | Policy Commitment

- 6.1. This policy aims to:

- Prevent and minimise the amount of ASB experienced by our residents;
- Ensure we take a victim-centred and robust approach to tackling ASB, including prevention and intervention;

- Ensure all residents and customers are treated in a fair and equitable manner. We will work in partnership with communities and local organisations to ensure we tackle discrimination and promote equal rights.

6.2. Criminal behaviour

6.3. We expect our residents to report incidents that involve possible criminal behaviour to the Police to investigate. This would include:

- Violence and threats of violence
- Harassment - Gender, Age, Disability, Religion, Sexual orientation, HIV/AIDS, Mental health, Race, Alternative Sub-cultures
- Drug related crime
- Public Order Offences – verbal abuse/intimidation
- Arson
- Sexual offences
- Offensive weapons

6.4. We would expect the Police to take the necessary and appropriate action and will support them in their investigation. Where the Police close their investigation without any action against an individual, we would not normally take any additional action ourselves or investigate the matter further.

6.5. Anti-Social Behaviour

6.6. Anti-social behaviour covers a wide range of activities including:

- violence or threats of violence;
- hate crime, hate incidents and harassment;
- domestic abuse (see Domestic Abuse Policy);
- noise nuisance;
- pet and animal nuisance;
- verbal abuse;
- damage to property/vandalism;
- intimidation;
- drug, alcohol or substance abuse;
- rubbish, fly-tipping and overgrown/unkempt gardens;
- vandalism and damage to our buildings e.g. graffiti;
- misuse of communal areas;
- persistent neighbour nuisance; and
- deliberate behaviour designed to cause distress, alarm or fear.

6.7. Habitare recognises that not every dispute between neighbours will amount to ASB. The following, on their own and where reasonable, would not normally be treated as ASB:

- banging doors;
- footsteps from adjoining properties and/or communal areas;
- noise of children running or playing;
- loud talking from adjoining properties and/or communal areas;
- low-level noise from TVs, radios or music;
- noise from washing machines, vacuum cleaners and other domestic appliances;
- one-off parties or festivals/events – such as bonfire night;
- DIY at reasonable hours;
- running up and down stairs.

6.8. Noise:

6.9. Noise complaints that are classed as ASB must be reported to the relevant local authority's environmental health service who will advise on their procedures. We will provide support through our managing agent to complete diary sheets and supporting evidence as required for any investigation.

6.10. We expect residents to show tolerance and understanding towards their neighbours. We only take formal action if we are satisfied that the evidence demonstrates that an individual or individuals have acted in an anti-social manner.

6.11. Dealing with a report of Anti-Social Behaviour:

6.12. Habitare aims to respond to reports of ASB promptly. Each case will be assessed by the relevant managing agent, and we aim to inform the resident of an outcome within 5 working days. Once a case is open, we will:

- keep the person who reported the incident updated on the progress of the case; and
- write or email them when a case is closed.

6.13. Our response to instances of ASB:

6.14. We will always consider a range of appropriate responses which are proportionate to the level of ASB and the impact it has caused. Responses may include:

- Referrals to relevant statutory and voluntary agencies
- Issuing warnings
- Continuing with ongoing monitoring and support for the victim

- Referring the perpetrator to support services to help change their behaviour
- Utilise other non-legal remedies to try and solve the problem including mediation
- Enforcement of lease conditions
- Ongoing support to victims which could include exploring alternative housing options.

6.15. Multi-Agency partnership working:

6.16. Habitare's approach is to identify and develop relationships with other agencies in our efforts to tackle ASB. We are committed to working in partnership at strategic and operational levels to support complainants and witnesses. Where it is deemed appropriate, complainants or reports will be referred to partner agencies, such as the local authority and the Police under an information sharing protocol. In these cases, we will work with them and our own actions will support any investigation being undertaken.

6.17. Safeguarding:

6.18. In applying this policy, we will carefully assess any safeguarding issues as they relate to either the perpetrator or the victim and take action appropriately. This may include referring to other statutory agencies where we consider it appropriate.

6.19. Working with organisations who manage our stock:

6.20. Our properties will be managed by Managing Agents in line with this policy.

7 | Policy Monitoring and Performance

7.1. The board has overall responsibility for this policy, which will be implemented by Habitare's Managing Agents. We will monitor ASB cases and performance, including through the Tenant Satisfaction Measures relating to ASB, and will provide assurance that we are meeting the required outcomes of the Neighbourhood and Community Standard, self-referring to the Regulator of Social Housing where we identify a material failure to meet a standard.

7.2. The policy will be reviewed and revised every two years unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and takes account of good practice developments.

Version Control

Date	Amendment	Version
April 2024	Previous Policy adopted	v2.0
June 2026	Policy updated to reflect the Social Housing (Regulation) Act 2023, the Consumer	v3.0

	Standards (April 2024), the Domestic Abuse Act 2021, the Renters' Rights Act 2025 and the Crime and Policing Act 2026, and to clarify the for-profit registered provider position on ASB enforcement powers	
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