

## Anti-Social Behaviour Policy

Under Section 12 of the Anti-Social Behaviour Act 2003 trustees of a charity and almshouse registered with the Housing Regulator must publish a statement of policy and procedures for dealing with anti-social behaviour. It is good practice for trustees of all charities and almshouses, to comply with the principles of this legislation.

Definition (Section 153A of the Act)

Anti-social behaviour is defined as:

- Behaviour which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to or affects the housing management functions of a relevant "landlord"
- Behaviour which is capable of causing nuisance or annoyance to any of the following:
  - A person residing in housing accommodation owned or managed by the relevant "landlord"
  - A person visiting the housing accommodation or otherwise engaged in lawful activity in or in the locality of the housing accommodation.

A person employed by the relevant "landlord" wholly or partly in connection with its housing management functions.

The trustees of North Memorial Homes (NMH) take anti-social behaviour extremely seriously. Anti-social behaviour covers any kind of nuisance, unreasonable behaviour or harassment. See Appendix A for definitions.

The trustees of NMH charity will not tolerate anti-social behaviour that affects the quality of life of a resident or the management of the charity for the benefit of all its residents.

NMH will respond to anti-social behaviour quickly and effectively and will try where possible to resolve such situations at the earliest opportunity. NMH will aim to deal with anti-social behaviour in a consistent, sensitive and objective manner.

Residents are encouraged to report to the trustees any behaviour considered by them to be anti-social by any person. The trustees will investigate such reports (in confidence when this is appropriate).

The residents of NMH are required, as per their Letter of Appointment, to occupy the property quietly and with thought for other residents and/or neighbours. Visitors should be made aware of this condition of occupancy.

If a resident wishes to report anti-social behaviour, they should contact the Housing/Site Manager via the NMH on-site office or Trustees at 20A Millstone Lane, Leicester LE1 5JN [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk) tel: 0116 222 2200

In the case of anti-social behaviour by visitors or neighbours, the trustees may seek an Anti-Social Behaviour Order on behalf of one or all the residents.

Wherever possible NMH, will try to resolve disputes informally and help the people involved to resolve their differences.

Upon receiving a report of anti-social behaviour, trustees will decide whether appropriate to:

- Resolve the matter within the charity
- Refer the matter for external mediation
- Seek an anti-social behaviour order.

Should mediation be appropriate, the trustees may wish to refer the matter to an independent, external mediation service. This will enable an impartial person to view the matter from an unbiased perspective in order to help find a resolution to the problem.

If the matter cannot be resolved by mediation the trustees will not hesitate to act on behalf of a resident affected by anti-social behaviour. If this is caused by another resident in contravention of the Letter of Appointment, NMH will follow its internal procedures. After a due process of verbal and written warnings the resident's appointment to the NMH almshouse may be set aside.

If trustees conclude anti-social behaviour has been committed by a resident they will:

- Consider setting aside the appointment in accordance with the resident's Letter of Appointment
- If necessary refer the matter to other agencies to resolve the problem, e.g. criminal proceedings by the police.

**This policy has been approved for issue by the board of trustees of NMH**

Signature:.....

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Name:.....

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Date:.....

16.06.25.

## **Appendix to Anti-social behaviour policy**

### **Definitions**

#### **Harassment**

Any behaviour that intimidates, dominates or harms an individual or a family or group of individuals. The actions can be either physical or verbal. Harassment differs from nuisance and ASB in that it is targeted against particular individuals, households or group of people.

For example:

- Abusive or insulting behaviour – written or verbal
- Violence and threats of violence
- Vandalism
- Repeated or unfounded complaints against another tenant, family or group
- Abusive telephone calls. – Uninvited visits to someone's home
- Placing rubbish, excrement or offensive materials near or in a victim's home.

#### **Hate incident/crime**

Any kind of behaviour that causes fear, alarm or distress where the victim or any other person feels that they have been targeted because of their racial heritage, religion or beliefs, disability, gender identity or sexual orientation. If a criminal offence has been committed a hate incident becomes a hate crime.

#### **Nuisance**

Is more likely (but not always) to affect more than one individual or household. Nuisance also covers behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community. For example:

- Noise nuisance including parties
- Intimidating behaviour from groups of people
- Car repairs and abandoned vehicles
- Drug and alcohol related incidents
- Rubbish dumping
- Using premises for commercial gain or outworking
- Graffiti, vandalism and damage to communal areas

**Date policy adopted:**