

Anti-Social

1. Purpose

The purpose of this policy is to outline how the Housing Trust will manage antisocial behaviour in the community housing tenancies it is responsible for.

2. Policy Statement

Antisocial or illegal behaviour puts the safety of neighbours at risk. In turn it can negatively impact on the community perceptions of safety and quality of life. The establishment of a safe and secure community is important for community wellbeing and cohesion. Unfortunately antisocial behaviour also has a strong link to the stigmatisation of people living in social housing.

The Housing Trust is aware antisocial behaviour can be demonstrated by a tenant, household member, excluding children and young people, visitors of a tenant or household member or by external parties who have no connection with the tenant or household member.

The Housing Trust also recognises in order to provide a quality service tackling antisocial behaviour is an essential component. In addition, the Housing Trust is also committed to preventing antisocial behaviour through the use of early intervention support whenever possible. The Housing Trust approach will be to have a range of options available which can be used to deal with the different types and levels of antisocial behaviour according to the circumstances of each individual.

People who come forward to report or complain about antisocial behaviour will know their report has been taken seriously and will be dealt with professionally through our procedures.

3. Categorising behaviour

All complaints of antisocial behaviour are categorised according to their level of seriousness. The rating influences how quickly it is dealt with. All complaints must be in writing with as much information related to the event in order to support our investigation and categorising the behaviour. Severe illegal behaviour is responded to in one working day; serious antisocial behaviour is two to five working days and minor and moderate antisocial behaviour is five working days.

4. Disclosure to third parties

During the management of a complaint, for antisocial behaviour it may be determined the information must be shared with Police or other law enforcement agencies or support agencies working with the tenant. In addition it may be necessary to disclose to FACS Child Protection unit.

5. Making the complaint

A form is available on our website or your own paperwork can be used.

6. Investigations

All investigations will be recorded in writing and will include any relevant people as determined by the Housing Trust to ensure a thorough, fair and transparent investigation.

7. Issuing a warning or strike

A verbal warning may be given or a strike notice issued. If a strike notice is issued all of the details will be contained in the letter. There is a right to appeal a warning or a strike and the letter will also advise this.

The third strike is always a termination notice. If necessary, depending on the severity of the breach, the Housing Trust reserves the right to issue a termination notice immediately and not use the warning of first and second strike notice process

8. Removing a strike

If there are no further breaches after one year, all warning and strikes are considered expired. A letter is sent to advise they have expired. Third strikes do not expire as they result in a termination notice.