



## **Anti-Social Behaviour Policy**

### **Definition of Anti-Social Behaviour in the context of Housing**

This policy sets out the approach adopted by Olympia Properties with regards to how we deal with incidents of Anti-Social Behaviour or ASB for short.

In the context of housing, the law provides specific definitions of anti-social behaviour as follows:

“conduct capable of causing nuisance or annoyance to a person in relation to [their] occupation of residential premises”

“conduct capable of causing housing-related nuisance or annoyance to any person”

Examples of ASB in the housing:

- Loud noise
- Harassment
- Vandalism
- Property damage and graffiti
- Fly tipping
- Animal nuisance

(This is not an exhaustive list)

### **Steps we take in dealing with Anti-Social Behaviour**

#### **➤ Step 1**

Where we receive a complaint in regards to ASB from the local community, flat mates etc for a managed property and its residing tenant(s), the first step we take is to verify and validate it. In doing so, it may involve communicating with the relevant parties and obtaining statements and other photographic evidences where possible. Once the information has been gathered, for low level ASBs we would write to the perpetrator(s) and make it clear that the behaviour is not acceptable and we will at this stage provide a gentle reminder about the tenancy obligation and importance of maintaining it.

#### **➤ Step 2**

If ASB persists and the tenant/ perpetrator does not improve then we will send a final warning letter.

#### **➤ Step 3**

Where there is no improvement, the next step we will take is to serve the perpetrator/tenant a Housing Act 1988, Section 8 notice on the grounds of breach of the tenancy agreement.

It could encompass one or all of the grounds of 12, 13 and 14 which reads as follows:

12. The tenant has breached any obligation in the tenancy other than one related to the payment of rent

13. The tenant's actions have caused the condition of the property to deteriorate

14. The tenant is guilty of causing a nuisance or annoyance or has been convicted of using the property for any illegal or immoral purpose.

#### ➡ Step 4

Where there is no improvement following the Section 8 notice, we would have no other choice but to escalate to the final stage where legal proceedings will be initiated. This will entail applying to the courts for repossession of the property and cost to any damages where appropriate.

### **Involving outside agencies**

In some case, including in serious matters, we may also involve:

- Local Authority Noise Abatement Team where ASB relates to noise.
- Local Anti-Social Behaviour Team

Where there is a criminal offence, such as criminal damage, drugs use or assault we will involve the police.

They may choose use orders under statutory powers of the Anti-social Behaviour, Crime and Policing Act 2014 to take action. This may include:

- A Community Protection Notice (CPN), Sections 43 to 58

This is aimed to prevent unreasonable behaviour that is having a negative impact on the local community's quality of life. Examples of this include regularly playing loud music, rubbish disposal etc.

- Closure Power, Sections 76 to 93

This is designed to protect victims and communities closing premises (or homes) that are causing annoyance or disorder. This are also known as "crack house" orders but have been extended to all forms of anti-social behaviour.

### **Other residents in the block of flats who cause Anti-Social Behaviour**

As the managing agent, we cannot get involved with Anti-Social Behaviour caused by residents in a neighbourhood or in an estate as we do not manage this. If you are experiencing Anti-Social Behaviour of this nature then we suggest you call the relevant borough (where you are situated) for support and help.

#### **London Borough of Tower Hamlets**

Telephone number: 020 7364 5015 (24hrs).

Website:

[https://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/community\\_safety\\_crime\\_preve/anti-social\\_behaviour/anti-social\\_behaviour.aspx](https://www.towerhamlets.gov.uk/lgnl/community_and_living/community_safety_crime_preve/anti-social_behaviour/anti-social_behaviour.aspx)

[https://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/community\\_safety\\_crime\\_preve/anti-social\\_behaviour/Tower\\_Hamlets\\_Police.aspx](https://www.towerhamlets.gov.uk/lgnl/community_and_living/community_safety_crime_preve/anti-social_behaviour/Tower_Hamlets_Police.aspx)

[https://forms.towerhamlets.gov.uk/service/report\\_anti\\_social\\_behaviour](https://forms.towerhamlets.gov.uk/service/report_anti_social_behaviour)

### **London Borough of Newham**

Telephone number: 020 8430 2000 (24hrs).

Website:

<https://www.newham.gov.uk/Pages/Services/Anti-social-behaviour-and-nuisance.aspx>

### **London Borough of Redbridge**

Telephone number: 020 8478 4679

Available every day except, Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day.

Opening times

- Monday to Thursday: 7am to 1am
- Friday: 7am to 4am
- Saturday: 12noon to 4am
- Sunday: 10am to 1am

Website:

<https://www.redbridge.gov.uk/crime-and-public-safety/anti-social-behaviour/>

### **London Borough of Barking and Dagenham**

Telephone: Phone: 020 8215 3024

Website:

<https://www.lbbd.gov.uk/antisocial-behaviour>