

SERVICE STANDARDS

Anti-social Behaviour (ASB) & Hate Incidents

We believe that everyone has a right to enjoy their home and feel safe where they live. We are committed to working with communities and other agencies to tackle nuisance and antisocial behaviour (ASB).

What is anti-social behaviour (ASB)?

This is defined as “conduct capable of causing nuisance or annoyance to any person in relation to that person’s occupation of their home and local environment”.

What you can expect from us

We aim to:

- Respond to reports of ASB and hate incidents
- Not disclose the identity of the complainant without their permission to do so
- Investigate and gather evidence
- Take appropriate action to resolve ASB in line with our Antisocial Behaviour Policy
- Keep complainants updated throughout an investigation every 10 working days, unless agreed otherwise
- Offer you an appointment to discuss your concerns, either in person or by telephone
- Work with other agencies to resolve cases, for example the Police or community safety agencies
- Offer mediation if this is an appropriate way to resolve the issue
- Support you during the case and give you advice on personal safety and home security
- Treat information you give us in confidence (unless we are legally obliged to disclose it)

What are hate incidents?

Crime or antisocial behaviour committed against someone due to their age, disability, sexual orientation, sex, religion or belief, race or gender identity.

Risk Assessments

In every case where there is an identifiable victim of ASB, we will complete a risk assessment to establish the level of risk and vulnerability of that victim. Every complainant will be categorised as being at either Standard, Medium or High risk. We will use this assessment in order to prioritise cases and to ensure that victims receive the appropriate level of support and intervention either directly from us or through referrals to other internal and external agencies.

Action plans

In every case where there is an identifiable victim of ASB we will agree an Action Plan with that victim. This will be a written document that sets out those actions that the ASB Investigator will carry out and those that we expect the complainant to complete. The complainant will be provided with a copy of this Action Plan.

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Gathering evidence

We aim to:

- Visit you or arrange an appointment at your local office, unless it is agreed that it is not necessary
- Identify and speak to other witnesses to the ASB.
- Appropriately utilise incident diaries, noise recording systems (including the Noise App) and personal observations
- Interview the alleged perpetrator unless the victim indicates that this is not appropriate and that they do not want the perpetrator to be notified of the complaint
- Liaise with external agencies such as the police, social services and local authorities, attending multi-agency meetings and taking part in Community Triggers.

How you can help us

- Cooperate with our investigation process once you have made a complaint of ASB
- Help us gather evidence, for instance by keeping diary sheets or using the Noise App
- Report relevant incidents to the appropriate authorities e.g Police, Environmental Health

How we will monitor this standard

We aim to:

- Ask for your feedback after the case is closed
- Carry out checks on the use of risk assessments and action plans
- Ask for your views through our annual tenant satisfaction survey
- Carry out case audits at management level, to ensure compliance with our ASB Policy

Taking action to resolve cases

We aim to:

- Utilise the lowest appropriate level of sanction in all cases
- Escalate further sanctions as appropriate where ASB continues to be a problem
- Identify low level cases that are suitable for mediation as a means of resolving them
- Use any appropriate informal sanctions such as verbal and written warnings, Acceptable Behaviour Contracts, Good Neighbour Agreements, Parenting Contracts, extension of a starter tenancy and the service of a Notice Seeking Possession
- Make referrals to relevant support services, agencies and partners
- Use legal sanctions where informal ones have failed to work, or in circumstances where informal sanctions are not appropriate due to the seriousness of the behaviour. This may include injunctions, applications for a Possession Order, ending an introductory tenancy or seeking eviction
- After a sanction has been imposed we will wait a further 10 working days before re-contacting the complainant to ascertain if that sanction has remedied the ASB issue or not
- Take into account the Equality Act 2010 before instituting legal proceedings
- Take action that is both reasonable and proportionate in the circumstances of the case

Closing cases

When we close a case, we will send you a letter explaining the outcome and to explain how you can complete a satisfaction survey detailing how you thought the case was dealt with and to provide any feedback that you may wish to make.

How to report ASB or hate incidents

City estates: Report incidents to the City of London Police and your estate team.
Other estates: Report incidents to the Metropolitan Police and your estate team;

If someone is seriously injured, in immediate danger, or if there is a threat to public safety, please call 999.