

Policy Summary

Anti-social behaviour

Customer summary of a Genesis Housing Group policy

This policy applies to all customers who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. The policy excludes customers whose housing is managed on behalf of a local authority (Hackney & Westminster).

Introduction

If allowed to persist, antisocial behaviour (ASB) can significantly affect quality of life for our customers. The policy explains how we will:

- tackle the causes of ASB;
- prevent incidents of ASB from escalating where they do arise, taking the necessary management intervention and legal action;
- provide customers with appropriate advice and assistance;
- work in partnership with other agencies; and
- support customers and sustain tenancies.

Definitions

The term anti-social behaviour covers a wide range of selfish and unacceptable activities that have a negative effect on the quality of community life. We use the definition of ASB which is stated in the Anti-Social Behaviour Act 2003, which says that ASB is '*conduct 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 or conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose.*'

Customers' obligations

All customers, their household members and their visitors must show consideration for their neighbours by complying with the terms of their occupancy agreements. This includes ensuring that they do not commit ASB, whether accidental, deliberate or personally motivated.

Tackling the causes of ASB

We aim to address the causes of ASB through working with voluntary or support agencies, providing support directly and through community development work, for example, providing activities for young people.

Taking a preventative approach

We aim to prevent ASB. This includes using clear clauses in occupancy agreements prohibiting ASB which explain customer responsibilities and providing customers with information on ASB and how we aim to tackle it. We assess the vulnerability and support needs of our customers and provide support directly or refer customers to external agencies as necessary. We will design new developments and where possible improve existing developments to reduce the potential for crime and ASB. We will be sensitive to problems of ASB when letting our homes.

Responding to ASB

Customers can report ASB by phone, email, or in writing. We will take a customer focussed approach to tackling ASB, working with the complainant and the alleged perpetrator, aiming to reach agreed actions, timescales and ultimately closure.

Taking action against perpetrators

We use a variety of measures, depending on the nature and type of ASB reported. Where there is sufficient evidence that someone is responsible for ASB and where early intervention fails to bring an end to the ASB, we will consider taking legal action against the perpetrator.

As part of our investigation of a reported ASB case, we will consider whether there are any wider household needs, including child protection issues. If a staff member has any concerns relating to child or adult abuse, this will be reported to the relevant authorities, in line with our policies on safeguarding children and young people from abuse and safeguarding adults from abuse.

Working with perpetrators to address their behaviour

We will take action to protect the wider community, but will always try to balance the rights of the community against those of the perpetrator. We will support perpetrators to change their behaviour where this is a reasonable remedy to addressing the ASB concerned, linked to future enforcement action.

Supporting the complainant and witnesses

We will deal sympathetically and confidentially with complainants and any witnesses. We aim to build an environment within our neighbourhoods where witnesses feel secure and safe in coming forward to report ASB and we will work with our partner agencies to achieve this.

Zero tolerance of abuse toward staff

We will not tolerate abuse against staff or contractors, whether physical or verbal. We will take appropriate action against customers and members of the public who are abusive, as set out in this policy.

Closing the case

After a report of ASB has been investigated, we will draw it to a satisfactory close. A case may be closed where:

- an investigation has been concluded, appropriate action has been taken and no further incidents have occurred over a given period (this will vary depending on the nature of the case)
- we are unable to get sufficient evidence in order to take any action.

The complainant will be notified in writing that the case is closed. On closing an ASB case we will seek the views of complainants and ask for their feedback on how satisfied they were with our handling of the case. We will use this information to improve our service.

Working in partnership

We will, where they exist, join and work positively with local partnerships and external agencies.

Confidentiality

Interviews and conversations with customers about personal and sensitive matters will be carried out in private. We will treat all reports of ASB confidentially in line with the Group's confidentiality and data protection policies.

Contact us



If you are a **PCHA customer** phone us on **020 8150 4000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below: Temporary housing **020 8900 4900** Octavia Hill **020 8900 4998** Key Places **020 7380 9025** or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email **info@stmatthewhousing.org** **www.stmatthewhousing.org**



RESPECT Give respect Get respect

Genesis
Housing Group

Company number 3802456. Housing Corporation Number L4286. Registered Office: Capital House, 25 Chapel Street, London NW1 5DT

This document gives information about how we deal with anti-social behaviour. If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

تعدك هذه الوثيقة بالمعلومات اللازمة عن كيفية تعاملنا مع السلوك المعادي للمجتمع. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة منمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমরা কিন্নবে সমাজ-বিরোধী কার্যকলাপের মোকাবেলা করি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur la façon dont nous traitons les comportements antisociaux. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ અમે અસામાજિક વર્તણૂક કરનાર સામે કેવી રીતે કાર્યવાહી કરીએ છીએ તેની માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona-lhe informações sobre como lidar com comportamentos anti-sociais. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Dokumentigan wuxuu ku saabsan yahay in sida noo qaybinno dabeecadda xun ee bulshada. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona información sobre cómo actuamos frente al comportamiento antisocial. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 7563 0037 or email info@ghg.org.uk