



PA Housing Antisocial Behaviour Policy

April 2025



Paragon Asra Housing (PA Housing) is the managing agent for Maynard Cooperative Housing Association and Ross Walk Housing Cooperative. It is through this partnership working that the Cooperatives have adopted the PA Housing Antisocial Behaviour Policy as this is managed by PA. Where reference is made to any “executive directors” at PA Housing, this Policy will be referred to the Co-ops Management Committee

Owning manager

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Department

Antisocial Behaviour

Approved by

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Next review date

April 2027

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1. Introduction

- 1.1. Our purpose is to provide warm, safe and affordable homes and related services to those who need them.

The people who live in our homes will be proud of where they live, and the people who work in our organisation will be proud of the differences they make.

This policy supports PA housing in the delivery of effective action to manage antisocial behaviour in accordance with the Antisocial Behaviour, Crime and Policing Act 2014.

We aim to deliver a balanced approach when tackling antisocial behaviour. Obtaining feedback to achieve customer satisfaction will allow us to deliver a “right first time” approach. Being clear with our residents is what they can expect from us and explaining clearly when we will, and in some cases will not, intervene. In cases where we are not the most appropriate agency, we will signpost residents to the agency we feel can support them.

All incidents relating to a crime should be reported in the first instance to the Police.

This policy excludes our response to domestic abuse. This is covered in our Domestic Abuse Policy.

This policy also excludes our response to hate crime and hate related incidents, both of which are covered in our Hate Crime Policy.

2. Policy statement

- 2.1. Our commitment is to aim to resolve antisocial behaviour wherever possible using a range of tools and powers to achieve a combination of early intervention, prevention, support and enforcement.
- Empower residents to self-help with offers of advice, support and coaching to help them resolve issues themselves without the need for formal landlord intervention
 - Make it easy for residents to access help and make reports of antisocial behaviour for investigation
 - We will work with the person accused of ASB, providing appropriate support to address and manage those behaviours.
 - Be clear and transparent so that the expectations of what can be achieved are realistic
 - Make full use of our skills, legislation, partnerships and other resources to effectively tackle antisocial behaviour and/or criminal behaviour in order to make our homes and communities great places to live.

3. Background

- 3.1 This policy supports the delivery of our strategic objective to meet legal and

regulatory requirements as set out below:

- The main legal requirements for Registered Providers (RPs) are set out in the Housing Act 1988 and 1996. Further requirements of RPs are included in the Anti-social Behaviour, Crime and Policing Act 2014 and Crime and Disorder Act 1998. These acts require RPs to:
 - Prepare a policy in relation to ASB.
 - Publish a statement of the policy.
 - Keep the policy under review and where appropriate, to publish a revised statement.
 - In preparing and reviewing the policy, RPs must have regard to guidance issued by the Regulator of Social Housing. In particular the Neighbourhood and Community Standard sets out specific regulatory expectations on ASB including hate crime and domestic abuse.
 - Work in partnership to prevent and address ASB.
- The Equality Act 2010 is important when we seek to resolve antisocial behaviour as it provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Act makes discrimination unlawful in relation to nine “protected characteristics” and established the Public Sector Equality Duty (PSED). The PSED applies to a public authority or to a body who is not a public authority (RP) when they exercise a public function. In our case it applies in the provision, allocation and management of social housing.

We are therefore subject to the Public Sector Equality Duty (PSED) when we are contemplating taking, or enforcing, possession action and a person with a protected characteristic is likely to be affected by our decision. We will carry out proportionality reviews to demonstrate we have had due regard to the Public Sector Equality Duty (PSED).

4. Definitions of ASB

4.1 PA Housing defines antisocial behaviour in accordance with Part 1 of the Antisocial Behaviour Crime and Policing Act 2014 as:

- “Conduct that has caused, or likely to cause, harassment, alarm or distress”

The Act also gives more specific definition of antisocial behaviour in social housing:

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

PA Housing has adopted this definition to clearly differentiate between behaviours that constitute antisocial behaviour and estate management nuisance which, whilst still a breach of tenancy, does not have such a detrimental effect on victims or witnesses or require an immediate and in-depth investigation.

5. Responsibility of our residents

- 5.1 The terms and conditions of our tenancy and licence agreements set out clear responsibilities regarding antisocial behaviour and what is expected of our residents.

Residents need to ensure that they, their family and visitors behave in a considerate way towards others within the community.

6. PA will investigate the following:

- Excessive and unreasonable noise
- Drug dealing/activity
- Criminal damage
- Possession of an offensive weapon in or around a PA property
- Verbal abuse/harassment/intimidation and threatening behaviour
- Physical violence
- Dangerous dogs/banned breeds
- Hate related incidents
- Vandalism or damage to home

7. PA Housing will not investigate the following:

- Residents undertaking normal everyday activities, for example children playing, or walking up and down stairs
- Complaints that are not a breach of the terms of a tenancy
- Family disputes
- Cooking smells
- One off parties
- Rubbish
- Squatting
- Minor disagreements between neighbours
- Regular visitors where there is no associated ASB

In circumstances such as the above, we will be clear that we will not be able to assist further and offer appropriate advice such as signposting to other agencies or self-help tools where relevant.

8. What residents can expect from PA:

We will:

- Ensure that incidents of antisocial behaviour can be easily reported via a range of reporting methods.
- Take a victim-centred approach
- Respond to complaints of antisocial behaviour – high risk within 1 working day, medium and low risk within 5 working days.

- Listen to you and the things that matter to you
- Risk assess the level of harm the antisocial behaviour, causes to individuals when the matter is reported and throughout the life of an ASB case.
- Deal with incidents sensitively
- Investigate complaints fairly and impartially
- Agree actions to help deliver a quick resolution
- Signpost you to other agencies and partners and work with them to find solutions
- Consider the most appropriate tool to use, including non-legal remedies available to resolve the matter according to available evidence
- Use a range of methods to ensure a clear message that antisocial behaviour will not be tolerated in our communities including applicants for housing with PA Housing
- Work proactively in partnership with external agencies sharing information within the GDPR guidelines
- Communicate with you proactively if timescales cannot be met
- Share information with other agencies in accordance with our data sharing policies and agreements where there is concern for safety and wellbeing of an individual
- Collaborate with internal teams and external partners to make environmental improvements which design out crime in existing and new homes and communities

9. What happens if residents are dis-satisfied with the outcome?

We will proactively monitor resident satisfaction, using feedback to improve and develop the service. If a resident believes we have not followed our ASB policy and procedure, they can raise a complaint through our complaints policy. Additionally, residents can contact the Local Authority to request an ASB case review (formally known as the Community Trigger), where an independent panel will assess how key agencies have handled their case.

10. Monitoring and reporting

Individual case management will be conducted by the ASB Manager during regular one to one meetings. Each case will be reviewed with the ASB Officer responsible for the case to ensure that service standards are being complied with and that cases are being efficiently and pro-actively managed to achieve the best outcome for the resident.

11. Review

Our review programme is driven by service improvement initiatives, changes to legislation, regulation and evolving good practice. Typically, we review our policies on a three-yearly cycle.

Key legal and regulatory references

- Housing Act 1996

- Regulator of Social Housing Consumer standards
- RSH Consumer Standard Code of Practice
- Protection from Harassment Act 1997
- Crime and Policing Act 1998
- Human Rights Act 1998
- Freedom of Information Act 2000
- Criminal Justice Act 2003
- Equality Act 2010
- HCA Regulatory Framework 2012
- Anti-social Behaviour, Crime and Policing Act 2014
- General Data Protection Regulation 2016
- Data Protection Act 2018

12. Related policies

- Allocation Policy
- Complaints and Compensation Policy
- Good Neighbourhood Management Policy
- Domestic Abuse Policy
- Diversity and Equality Policy
- Data Protection Policy (GDPR)
- Good Neighbourhood Management Policy
- Tenancy Fraud Policy
- Safeguarding Policy