



## Anti Social Behaviour (ASB)

### Aim of Grŵp Cynefin's ASB policy:

"...is to enable tenants and those living near our tenants to live peacefully and securely in their own homes."

### Statement

- tenants are legally responsible for their own actions and for the actions of their visitors and household members
- we will not tolerate acts of nuisance, anti-social behaviour, racial harassment, hate crime or domestic violence and abuse
- we will use our resources to respond to and resolve complaints of ASB
- we will act on behalf of tenants and staff who find themselves to be victims of nuisance or ASB, and we will take action against perpetrators whether or not they are tenants
- we are committed to working with victims to help determine a joint response in dealing with incidents of ASB and to ensure all victims are supported fully in the process
- we will work in partnership with other agencies e.g. Police
- we will offer support to the victim and witnesses especially, and equally, offer to refer the victim for support, where it is considered relevant to do so

Following reporting a case of ASB, the complainant will receive an acknowledgement letter including: the case number and details of the officer responsible for the case, information about the process/timescale, and incident diary (if required).

### Category 1

Behaviour resulting in actual or threatened violence or incidents that indicate a likelihood of serious injury. e.g. assault, threatening/abusive behaviour.

We will:-

Action	Target (from date of reporting)
Acknowledge complaint	Within 1 working day
Visit Complainant / witnesses	
Visit alleged perpetrator	Within 3 working days
Investigate and make a joint assessment (if needed)	Within 5 working days
Inform of outcome	Within 10 working days

## Category 2

Behaviour which is intentional, targeted and maybe continuous with the intention to intimidate, frighten or harm a person or cause damage to their property. e.g. harassment (verbal abuse, drunkenness, abusive phone calls/letters), domestic incidents.

We will:-

Action	Target (from date of reporting)
Acknowledge complaint	Within 2 working days
Visit Complainant / alleged perpetrator	Within 5 working days
Investigate and inform of outcome	Within 15 working days

## Category 3

Behaviour or acts considered breaches of the tenancy agreement though not intended to cause nuisance or annoyance. e.g. noise/vehicle/animal/general nuisance, unkempt gardens, unintentional damage to property, littering/fly tipping

We will:-

Action	Target (from date of reporting)
Acknowledge complaint	Within 2 working days
Write to alleged perpetrator	Within 10 working days
Investigate and inform of outcome	Within 20 working days

If the case cannot be dealt with by the Association it will then be referred to a relevant agency.

ASB statistics are monitored on a monthly basis by the Housing Team and shared with the Leadership Team, the Customer and Communities Committee and the Management Board on a regular basis.