



Anti- Social Behaviour Policy

Policy No: 13

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

1. Purpose of Policy

This policy is relevant to Littlehampton & Rustington Housing Society Ltd Property Management Services and the staff within the Estates Team.

LRHS is committed to tackling any form of anti-social behaviour allowing those who are housed within our residencies to live peacefully with security and safety in and around their homes. LRHS understands that if left unmanaged anti-social behaviour can impact those within residencies and community, this is why we as an organisation work with local authorities and others to take swift and proportionate action when required. LRHS will support West Sussex County Council and other strategies to tackle anti-social behaviour complying with both the Neighbourhood and Community Standards.

2. Scope

Policies and procedures outlining services provided by Littlehampton & Rustington Housing Society Ltd apply to members of the Board of Trustees, Chief Executive Officer, Senior Management Team, and all other employees with roles relevant to anti-social behaviour & harassment.

3. ASB Definitions

Anti-social behaviour is defined as any action that causes harm, distress, or nuisance to others or the environment, this may directly or indirectly impact LRHS's operations including the use or potential use of properties for unlawful purposes.

Some examples of anti-social behaviour include:

- Criminal damage & behaviour
- Noise pollution and/or excessive noise
- Dumping, fly tipping, littering, and polluting.
- Nuisance from pets and animals including fouling (both inside and shared areas e.g., gardens, communal lounges, areas of access) and uncontrollable and potentially dangerous animals not controlled by owners.
- Breaching of tenancy agreements
- Drug and/or alcohol use/abuse leading to nuisance or violent behaviour that impacts others.
- Misuse of shared areas e.g., Communal lounges, areas of access.
- Domestic abuse and domestic violence
- Causing harm and/or damage to another's property.
- Graffiti and Vandalism
- Harassment and/or hateful behaviour towards others due to protected characteristics of others. This could include threats of violence to other residents, staff, contractors or the general public.
- Using properties to conduct illegal business such as sale of use of illegal substances, handling stolen goods and other arrestable offences.
- Noise, disruption, or nuisance caused by vehicles.
- Any other activities some may deem as a nuisance.

3.1 Harassment Definition

Harassment is deemed as any deliberate act that causes discomfort and/or interferes with the safety of a group or individual due to protected characteristics such as race, religion, ethnic or national origin, sexuality, gender, age disability and appearance. Harassment is also included in the negative acts of others for dislike and intolerance of personal attributes.

Harassment can materialise as both physical and verbal interactions such as physical assault and abusive language.

3.2 Hate Crimes

A hate crime/incident is defined by actions or behaviours targeted at a group or individual which impact negatively on those who are protected by law for such prejudice, this includes those with protected characteristics such as, race, religion, ethnic or national origin, sexuality, gender, age disability. LRHS will treat all incidents which are or appear to be hate crimes/incidents as severe and as such assistance from local authorities such as the police will be called upon to manage acts of ASB and harassment.

4. Procedure

If experiencing ASB or Harassment not considered criminal activity, please first contact our Estates Team using the details provided in order to record and undertake internal assessment in which to best manage the complaint.

Telephone: 01903 787222 **Email: estateoffice@lrhs.co.uk**

In the event of ASB or reports/complaints made to LRHS we will investigate and act in accordance with the severity of the complaint, this can involve:

- Recording and logging of incidents and its impact on those living in surrounding area, this includes witness and written statements.
- Conducting meetings between tenants to discuss the dispute and complaints raised in the form of mediation, this can lead to the introduction of verbal and written agreements and/or action plans in order to maintain peace between both/all parties, this is known as 'Good Neighbour Agreements'.
- The issuing of written warnings to those deemed to be conducting ASB.
- Seeking support, guidance and interventions from external agencies, West Sussex County Council, or police if necessary.

5. Support Provided

LRHS aims to ensure all those who experience and raise any complaints of ASB and harassment are provided the means and access to additional support if required such as:

- Managing complaints of ASB and/or harassment with upmost professionalism, compassion with person centred approach.
- Signposting external/community agencies and charities who may be able to provide additional support if required.
- Providing regular updates through means of choice regarding ASB complaints raised and the progress of any case thus far.

- Offer alternative accommodation in the event of a severe case/complaint and high-risk cases that may impact personal safety of existing occupant/tenants.
- Involvement within the action planning process to allow for the tailoring of a solution which caters to all involved and solutions that are realistic and achievable by all parties.

6. Data Protection

All information provided, compiled, and used in the event of an incident of ASB will be done so in compliance of General Data Protection Regulations, The Data Protection Act 2018 and LRHS Data Protection policies and Procedures.

7. Serious Instances of ASB

In cases where ASB is more serious we will directly involve other agencies such as the Police, Environmental Health, Social Services, Local Authorities, Youth Offending Team, Victim Support, where appropriate. If there are no further avenues of remedy, we can seek to go to court to get the person behaving in an anti-social way evicted. To evict an individual, a landlord needs substantial evidence that it can rely on in court. Therefore, we will generally only seek to have someone evicted for ASB if the behaviour is serious and persistent and all other interventions have failed.

7.1 Case Closure

If there are no further reports of ASB within 2 weeks, nor the outlined instructions and guidance have been followed, the ASB case will be closed. If there are further instances of ASB or new evidence is brought to our attention, we will review this matter on a case-by-case basis.

8. Legislation

Legislation in relation to ASB is below to allow for further reading and insight. If managing ASB LRHS will comply with all relevant legislation to ensure the correctness of its proceedings and actions to support those involved with suspected or confirmed cases of ASB.

Human Rights Act 1998

Housing Acts 1985 and 1996

ASB Crime and Policing Act 2014

Homelessness Act 2002

Data Protection Act 1998

Anti-social behaviour Act 2003

Policing and Crime act 2009

Equality Act 2010

Domestic Violence, Crime and Victims Act 2004

Regulation of investigatory powers Act 2000

9. Responsibility

9.1 LRHS Board will have overall governance responsibility for this policy and its implementation.

9.2 CEO & Head of Housing & Property Services have strategic responsibility for the operational day to day management of this policy.

10. Equality and Diversity

LRHS will ensure that this policy is applied fairly to all its tenants and employees and will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in LRHS' Policy.