

HS04.4 – Anti-Social Behaviour Policy and Procedure

Lianne Farmer
MTHA
11-12 LOWER HIGH STREET
MERTHYR TYDFIL
CF47 8EB

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1. Policy statement

MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) believe that everyone has the right to their chosen lifestyle provided that this does not affect the quality of life of others or breach the terms and conditions of any contract in place between the Community Landlord (CL) and the Contract Holder (CH). This requires tolerance, acceptance and respect towards the needs and choices of other people. Contract Holders are expected to take responsibility for minor personal disputes with their neighbours and MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) will offer advice and information to enable this to happen effectively.

MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) believes that the Contract Holder(s) plays a key part in the successful management of anti-social behaviour. ASB Complainants are expected to co-operate with reasonable requests to assist in progressing reports of ASB (such as agreeing to self-resolution actions, keeping appointments, keeping records of incidents, taking part in mediation) as MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) may not be able to take any further action to resolve the situation. Complainants may also be expected to attend court and provide a witness statement. Complainants will be supported by MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) to do this. This support is outlined in our separate witness charter document.

MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) retains absolute discretion in the management of ASB. In cases where a complainant is unwilling to report anti-social behaviour to the police and/or other agencies or to keep records of the incidents we reserve the right to close the case without any further investigation.

2. Purpose

The purpose of this policy is to ensure that MTHA provides a consistent approach in responding to and reducing anti-social behaviour, whilst ensuring we provide support and advice to both complainants and perpetrators throughout the whole process.

3. Scope

We aim to ensure that there is clear guidance on when and how MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) can intervene in ASB and when our intervention is not suitable to ensure all customers are treated in a fair, consistent and unbiased manner whilst considering the needs and vulnerabilities of our customers when we respond, investigate, or take enforcement action during the management of ASB complaints.

4. Responsibilities

- 4.1 Anti-Social Behaviour Officer
 Housing Officer
 Housing Services Manager
 Senior Housing Officer

5. Policy content

1.	<u>Reports from a Resident</u>	<u>Responsibility /By when</u>
	<p>We receive reports of ASB in a variety of ways and any frontline member of staff may receive the initial report:</p> <ul style="list-style-type: none"> • By phone. • Face-to-face interview: home visit or office. • In writing: by letter, email or online report. • Through a third party: friend, support service, Police, MP, Councillor etc <p>All reports of ASB should be directed to the ASBO's via the Housing Team (housing@mtha.org.uk)</p> <p>Upon receipt of the report of ASB, the complainant will be contacted within the agreed timescale, dependant on the type of ASB and exceptions will be made to agreed timescale where the complainant is in hospital or in prison, when we will make contact as soon as practicable:</p> <ul style="list-style-type: none"> • High level - This might include allegations such as hate crime, domestic abuse, and physical assault or where the complainant has been assessed as vulnerable. • Medium Level - Noise, criminal behaviour, alcohol or substance misuse. • Low Level - Litter and Fly tipping, Garden Nuisance. <p>The ASBO's will deal with the initial report and provide either: guidance and sign-posting advice to the person making the report; and/or create an ASB case on SDM, ensuring the date Acknowledged tab is filled in on SDM.</p> <p>The initial interview may be completed over the phone or in person if required. The ASBO will also consider anyone else who needs to be included such as an advocate or friend and whether there are any other support needs to be catered for (e.g., disability, languages etc.) The ASBO will record all details of the interview.</p> <p>Note - Where there have been at least two unsuccessful attempts to make personal contact with the victim to take sufficient details of the ASB to start an investigation, a letter will be sent by the ASBO outlining action that can be taken, including contact</p>	<p>ASBO - Within 1 working day</p> <p>ASBO – Within 5 working days</p> <p>ASBO – Within 5 working days</p>

<p>details of the officer dealing with the case, stating if there is no response within five working days, the case will be closed.</p> <p>Key information to be gathered:</p> <ul style="list-style-type: none"> • When did it happen – start and finish time • Where did it happen • What happened • Who was involved • Has it happened before? • Are there any witnesses or evidence • Who is the perpetrator – where do they live? • Have you spoken to the perpetrator - What was the response • How did it start – how did it end • Has the complainant contacted other agencies, if so, who <p>Where possible and at the earliest opportunity, the complainant will be encouraged to discuss the matter with the alleged perpetrator directly to reach a mutually agreeable solution. It is important that the person feels comfortable in taking this approach and recognises the positive long-term benefits in having an amicable relationship with the other person.</p> <p>This course of action will not be suggested where there is a history of violence or threats known to us or the victim.</p> <p>Where the complainant asks that we just record the incident but does not wish us to investigate or take any action, the case will still be logged on and a written acknowledgement of their request sent. The case will then be closed straight away.</p> <p>If an ASB case is created, the ASBO will:</p> <ul style="list-style-type: none"> • Send out an ASB 1 (ASB case acknowledgement letter) • Agree initial actions with the person making the report and create an Action Plan to be sent out to complainant • Complete a Risk Assessment Matrix • Send out Diary Sheets • Encourage use of 'The Noise App' <p>Note - Where a crime has been committed the ASBO must encourage the victim, where safe to do so, to report the crime to the Police via 101/ 999 or anonymously to Crimestoppers, if preferred.</p> <ul style="list-style-type: none"> • Where criminal activity is affecting the community e.g. drug use and/ or dealing, we will also make a report to the Police within 48 hours of receiving the information ensuring that the complainant's details remain confidential unless they give consent for us to pass on their details. <p>Note - Where a child, young person or adult at risk is reported to be in danger, or a victim of harm or abuse please refer to the Safe Guarding Policy and liaise with the Safe Guarding Leads.</p>	<p>ASBO within 2 working days of initial contact</p> <p>ASBO within 48 hours of receipt of information</p> <p>ASBO Within 24 hours</p>
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	<ul style="list-style-type: none"> Complainant will be informed that an ASB case will remain open for an initial monitoring period of 2 months with weekly case reviews (unless a different time scale is agreed with the complainant). <p>Where a report is received that would not be deemed ASB, this must be clearly communicated to the person making the report by the ASBO receiving the report at the first point of contact. Advice will be provided where possible on alternate options available to the complainant.</p>	
2.	<p><u>Interviewing the complainant</u></p> <p>The interview will either be carried out on the phone with the complainant during the initial conversation or at an agreed appointment either over the phone, Teams or face to (office or home), which ever best accommodates the complainant and circumstances.</p> <p>A successful interview should:</p> <ul style="list-style-type: none"> Establish the exact details of the ASB Assess the harm and impact that the ASB has on the victim Identify any support needs and arrange a referral Manage the expectations of the complainant by explaining our procedures Agree next steps and any actions to be taken by either MTHA and/or complainant If deemed necessary, obtain permission from the complainant to contact the perpetrator or other agency Establish if the complainant is prepared to be a witness Agree the frequency for maintaining contact <p>You will need to manage the expectations of the complainant at the first interview when agreeing on next steps / actions that may be taken. Complainants need to be clear about the actions that we can take and what they themselves need to do, to resolve the anti-social behaviour.</p> <p>Initially the agreed next steps/actions may be very basic. For example, the complainant may agree to complete Incident Diaries and you may agree that you will interview the perpetrator.</p>	ASBO -Within 7 days of initial report
3.	<p><u>Interviewing the Alleged Perpetrator</u></p> <p>If the alleged perpetrator is a MTHA CH('s), or a member of their household or visitor, the person interviewed will be the CH('s) of the property, who will be reminded that they are responsible for the behaviour of other members of their household or visitors</p> <p>Note - If the alleged perpetrator is a CH of another Community Landlord, Private Landlord or a Homeowner, attempts will be made to contact the other landlord or the Local Authority to support the CH with resolving the ASB. Where the alleged perpetrator is unknown, the ASBO will support the victim with liaising with police and</p>	ASBO – Within 7 days of initial report

	<p>other agencies to try and identify the perpetrator and support referrals will be offered to the victim.</p> <p>An ASB 2 (Appointment with alleged perpetrator letter) will be sent out informing the perpetrator that there has been an allegation of behaviour which could be deemed as ASB made against them or a household member or visitor of their home and offering an initial appointment to discuss the allegations.</p> <p>Before the interview it is important to have carried out a risk assessment on the person. This will be based on the information provided by victims and witnesses, any other information held by MTHA. Consideration will be given as to:</p> <ul style="list-style-type: none"> • Whether a second member of staff or support worker will be present. • The location of the interview • Whether there are any other support needs to be catered for (e.g. disability, languages etc.) • The level of information the victim or witness has agreed can be discussed and whether they want to be identified • Who else will be attending the interview with the alleged perpetrator (at their request) <p>The ASBO will:</p> <ul style="list-style-type: none"> • Make them aware of the allegation and any supporting evidence • Listen and document their version of events, this will then be logged as an activity on SDM • Discuss any options to resolve such as support or practical changes • Establish if they are able to control / change the behaviour? • Are there any other factors that need to be taken into account / assessed i.e. are there any safeguarding concerns? • Make them aware of the “case review date” if appropriate <p>Note - Where there are counter allegations, a new case will be opened and handled by the same Officer</p> <ul style="list-style-type: none"> • At the end of the interview, the ASBO will clarify the details noted and confirm in writing (ASB4 – alleged perpetrator update letter) within five working days. 	<p>ASBO within 48 hours of receipt of information</p> <p>ASBO within 2 working days of interview</p>
4.	<p><u>Updating the Complainant</u></p> <p>The complainant will be contacted on a weekly basis (or agreed on timescale) either by phone, email or other agreed form of contact for a case review. The complainant will be asked about any issues that have occurred since the last case review and they will be updated on any action taken and next steps.</p> <p>An ASB 3 (Complainant Update Letter) will be sent out following the interview with the alleged perpetrator advising of outcome and next step.</p>	<p>ASBO within 2 working days of interview</p>

	<p>After 2 months, if the ASB has been resolved the case will be closed, however, if the ASB is ongoing the case will remain open for an agreed further monitoring period whilst further action is being considered.</p>	
<p>5.</p>	<p><u>Gathering Evidence</u></p> <p>It is important to gather evidence as soon as possible as peoples' memories fade and can become influenced by third parties, and physical evidence may deteriorate.</p> <p>The ASBO should aim to collect the widest variety of evidence for the case which:</p> <ul style="list-style-type: none"> • Is appropriate and relevant • Is cost-effective • Respects confidentiality <p>There are a number of different ways to gather evidence depending on details of the case including:</p> <ul style="list-style-type: none"> • Witness statements • Information from other agencies • Incident Diary sheets • CCTV (covert/ overt) • Noise monitors/ The Noise App 	<p>ASBO</p>
<p>6.</p>	<p><u>Partnership Working</u></p> <p>Multi-agency partnership working will be encouraged as it can often increase the success in resolving the behavioural issues through providing individual support using the different agencies expertise and resources, and sharing information, ensuring GDPR guidelines are adhered to (See GDPR policy for guidance).</p> <p>Where a case conference or multi-agency meeting is held, this will be recorded on the ASB case as an activity within five working days of the meeting taking place.</p> <p>In relation to the Community Trigger and the Community Remedy, local protocols will be followed, and timescales adhered to. Where a CH of MTHA activates the trigger, the ASBO will attend any meetings or conferences.</p>	<p>ASBO- Within 5 working days</p>
<p>7.</p>	<p><u>Taking Action</u></p> <p>When considering what action to take to tackle the ASB the ASBO must consider what is reasonable and appropriate and consider all other agencies resources and action.</p> <p><u>Non-Legal Action</u></p> <p>In most cases, the ASBO will focus on restorative approaches and will pursue some form of non-legal action in the first stages, this may include one or several of the following:</p>	

- Acceptable Behaviour Agreements/Contracts (ABA/C)
- Mediation/ WRAP
- Restorative justice
- Support services/family intervention
- Referral to multi-agency panels
- Parenting agreement/contracts
- Warning letters
- Diversionary schemes & Community Engagement
- Good Neighbour Agreements

Legal Action

Where non-legal action is unsuccessful in resolving the problem, legal action will be considered where;

- There is a threat to the safety of victims and witnesses or members of staff or our contractors.
- Harassment is sufficiently serious, frequent or prolonged.
- Previous interventions have not put a stop to the anti-social behaviour.
- The effect of the behaviour on the victim outweighs the effect of legal action on the perpetrator.
- The perpetrator has failed to engage with support.
- The criminal justice system may not bring either a speedy enough or appropriate resolution.

When the ASBO determines that legal action is necessary approval should be sought from the SHO or HSM and decision made as to the legal action to be taken i.e. Injunction, Demotion of contract for Secure CH's to a Prohibited Conduct Standard Contract or Possession (Suspended or Outright). Where sufficient evidence is provided, action can be taken against one CH, however, the burden of proof lies with joint CH's to provide evidence, without this, action will be taken against all CH's.

Subject to approving legal action the ASBO will:

- Liaise with the TMO, Rents Team and Maintenance regarding any outstanding rent arrears, gas servicing or disrepair issues and look to combine any of these issues with legal ASB action
- Contact agencies that have been involved in the complaint for supporting documentation and witness statements
- Prepare witness statements and supporting evidence
- (For Possession) Prepare Possession Notice for Breach of contract (RHW23)
- (For Possession) After service of the RHW23 notice, proceedings can be issued immediately and must be issued within 6 months of the notice being served.

ASBO/HO/SHO/BS

- (For a Demotion Order to a Prohibited Conduct Standard Contract) Prepare a Notice of intention to apply for an order imposing a prohibited conduct standard contract (RHW35)
- Draft and issue legal proceedings in straightforward matters including presenting applications to court at first hearings
- Instruct solicitors in more complex matters or where the initial proceedings are defended
- To extend a Prohibited Conduct Standard Contract, prepare a RHW37 notice.

Following the court hearing, consideration should be given to sending letters or telephoning to witnesses / complainants advising them of the outcome together with a copy of the Court Order where appropriate. The letter must emphasise that, should there be a breach of the Order, MTHA and/or the police, where appropriate, should be informed.

Joint Contract Holders and (MTHA) rights to end a Secure or Periodic Standard Contract (FOR ASB PURPOSES ONLY).

When dealing with ASB, RHW32 gives MTHA the option to act against the perpetrator of ASB only, if they are a JCH, or against all JCHs in the property. MTHA staff need to decide which course of action they intend to take (action against all CHs or only the perpetrator) before progressing. The Housing Officer will discuss with Team Leader/Housing Manager to agree appropriate way forward. All appropriate paperwork to be completed and IT systems updated.

Where action is to be taken against all JCHs, MERTHYR TYDFIL HOUSING ASSOCIATION (MTHA) needs to issue all CHs with form RHW23. Timeframes for issuing proceedings varies, based on the grounds for possession being relied upon in form RHW23.

For ASB claims, proceedings can be issued on the day RHW23 is given to all CHs or immediately afterwards.

RHW23 can be delivered electronically where written express consent has been provided. In all cases RHW23 will be delivered by hand were possible.

RHW23 has a 6-month lifespan so proceedings must be issued within 6 months of it being given to all CH's (effectively a 5-month window after the 1-month notice period has expired)

The rest of this section deals with action which is taken against one JCH only.

Form RHW32 needs to be given to the perpetrator of the ASB informing them that MTHA intends to terminate their interest in the Joint Contract.

ASBO -Immediate service

	<p>Form RHW33 needs to be given to the remaining JCHs advising of the intention to terminate the interest of the perpetrator of the ASB (the JCH who has received RHW32).</p> <p>Proceedings can commence at any time after form RHW32 has been given but must be issued within 6 months of form RHW32 being given to the JCH.</p>	
8.	<p><u>Support for Emergency Re-housing</u></p> <p>Where possible we aim to keep the CH within their own home, however where there is supporting evidence from the police that this person is at risk remaining in their home the ASBO will liaise with the HSM and refer to the Urgent Management Transfer Policy. The ASBO will then liaise with the CH regarding their options for seeking emergency re-housing via the local authority and consider whether MTHA can award priority for an urgent move under the Common Housing Register Policy. Z:\Policies and Procedures\Housing Services\CHR Allocation Policy - Living Merthyr Tydfil.docx</p>	ASBO & HSM
9.	<p>Closing the Case</p> <p>A case can be closed in the following circumstances:</p> <ul style="list-style-type: none"> • In agreement with the complainant, victim or witness; • Where there have been no further incidents for two months; • Where the victim or witness has failed to respond • All reasonable action has been taken to resolve the matter; • The victim has not co-operated/engaged • There is no evidence to support the allegations. • Not deemed as ASB • Unable to establish initial contact <p>When a case is closed. an ASB 5 will be sent to the complainant and an ASB 6 sent to the perpetrator.</p>	ASBO
10.	<p>What is ASB?</p> <p>MTHA adopts the following definition of anti-social behaviour from the Anti-social behaviour, Crime and Policing Act 2014:</p> <p>(a) <i>conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,</i></p> <p>(b) <i>conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or</i></p> <p>(c) <i>conduct capable of causing housing-related nuisance or annoyance to any person.</i></p> <p>Types of ASB</p>	

	<ul style="list-style-type: none"> • Regular noise nuisance • Intimidation and harassment • Aggressive and threatening language and behaviour • Actual physical violence against people and property • Domestic Abuse • Threat to damage or actual damage to property • Hate behaviour that targets members of identified groups because of their perceived differences e.g., Racial harassment • Using or threatening to use housing accommodations to sell drugs, or for other unlawful purposes • Pets that cause a nuisance and annoyance <p>Not ASB</p> <ul style="list-style-type: none"> • Baby Crying • Children Playing • DIY • Footsteps • General living sounds 	
11.	<p><u>Hate Crime and Domestic Abuse</u></p> <p>MTHA takes a multi-agency approach when dealing with domestic abuse cases, attending MARAC meetings, and speaking directly with the Police and Independent Domestic Violence Advocates. Please refer to separate Domestic Abuse Policy for guidance.</p> <p>For cases relating to Hate Crime, please refer to the separate Hate Crime Policy. The Wales Hate Crime tool kit should be considered as best practice in dealing with complaints about Hate Crime.</p>	
12.	<p><u>Quality Assurance and Customer Satisfaction</u></p> <p>We aim to provide a service that focuses on quality, responsiveness and above all positive outcomes for tenants and residents.</p> <p><u>Quality Assurance</u></p> <p>Ensuring that cases are progressed in a timely and appropriate manner is the responsibility of the ASBO. It is important to ensure that cases are not allowed to drift and that they are reviewed with a view to either moving the case forward or closing a case.</p> <p>We aim to do this by:</p> <ul style="list-style-type: none"> • Good Case Management - Investigating officers should review cases regularly. 	ASBO

	<ul style="list-style-type: none"> • Effective Supervision -The SHO will meet with each ASBO and Housing Officer regularly to check open cases The purpose of the meeting is to provide advice and support. • Customer Satisfaction - MTHA is committed to continuously improving and developing the service we provide to tenants and residents. To do this, it is important that we obtain feedback from our customers telling us what they think about the ASB service. Satisfaction Surveys will be sent out at the closure of each case. • Results of the ASB Satisfaction Surveys will be reported monthly as part of the team performance monitoring report. • Audit of cases 	<p>SHO & ASBO – Minimum Monthly meeting.</p> <p>ASBO</p> <p>SHO – Monthly</p>																	
16.	<p><u>Complaints</u></p> <p>Should a complainant be unhappy with the handling of their case or the decision to close the file, the Governance Officer will hold the complaint, and the SHO will carry out a review of the case.</p>	<p>SHO & GO – 10 working days</p>																	
17.	<p>Service Level Agreement</p> <table border="1" data-bbox="147 1041 1252 1879"> <thead> <tr> <th>Priority</th> <th>Type of ASB</th> <th>Action</th> <th>Response Times</th> <th>Officer</th> </tr> </thead> <tbody> <tr> <td rowspan="2">High Level</td> <td rowspan="2">This might include allegations such as hate crime, domestic abuse, and physical assault or where the complainant has been assessed as vulnerable</td> <td>Initial Contact</td> <td>We will endeavour to contact you within 1 working day (Unless in hospital/prison, when we will contact as soon as practicable)</td> <td rowspan="2">ASBO</td> </tr> <tr> <td>Acknowledgment Letter, Action Plan & Risk Assessment Matrix (RAM)</td> <td>Within 2 working days of ASBO initial contact (Unless in hospital/prison, when we will contact as soon as practicable.)</td> </tr> <tr> <td>All other cases</td> <td>Noise, criminal behaviour, alcohol or substance misuse, Litter and Fly tipping, Garden Nuisance</td> <td>Initial Contact & Risk Assessment Matrix (RAM)</td> <td>We will endeavour to contact you within 5 working days, (Unless in hospital/prison, when we will contact as soon as practicable.)</td> <td>ASBO</td> </tr> </tbody> </table>	Priority	Type of ASB	Action	Response Times	Officer	High Level	This might include allegations such as hate crime, domestic abuse, and physical assault or where the complainant has been assessed as vulnerable	Initial Contact	We will endeavour to contact you within 1 working day (Unless in hospital/prison, when we will contact as soon as practicable)	ASBO	Acknowledgment Letter, Action Plan & Risk Assessment Matrix (RAM)	Within 2 working days of ASBO initial contact (Unless in hospital/prison, when we will contact as soon as practicable.)	All other cases	Noise, criminal behaviour, alcohol or substance misuse, Litter and Fly tipping, Garden Nuisance	Initial Contact & Risk Assessment Matrix (RAM)	We will endeavour to contact you within 5 working days, (Unless in hospital/prison, when we will contact as soon as practicable.)	ASBO	
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			Acknowledgment Letter, Action Plan & Risk Assessment Matrix (RAM)	Within 2 working days of ASBO initial contact (Unless in hospital/prison, when we will contact as soon as practicable).		
For Information Only	The complainant does not want any immediate action and for the complaint just to be logged	N/A		No response other than an acknowledgement letter required within 5 working days (Unless in hospital/prison, when we will contact as soon as practicable).	ASBO	

6. References

Related External Documents	
Reference	
Safeguarding Policy	
Domestic Abuse Policy	
Hate Crime Policy	
Occupation Contract	
GDPR Policy	
Urgent Management Transfer Policy	
Related Internal Documents	

7. Document control

Document Information	
Business Owner:	Housing Services Manager
Version no:	2

Date Approved: Dec 2023
 Date of Review: Dec 2026

Effective date:	01/12/23
Review date:	01/12/26
Uncontrolled version if printed or emailed. If you are viewing this document from your personal drive, via email or as a hard copy, it may not be the latest version. The current version can be found on the Z Drive:\Policies and Procedures	

Document History			
Date	Version no.	Author	Description
07/10/20	1	Karen Courts	
01/12/23	2	Lianne Farmer	In line with the Renting Homes Wales Act 2016

8. Equality and Diversity

An Equality Impact Assessment will be completed for this policy and will be included as an internal reference document once completed. The assessment will be completed using the agreed method adopted by the Association to ensure that all legislative requirements and good practice regarding Equality & Diversity and is followed together with the Association’s own policies related to Equality & Diversity.

9. General Data Protection Regulations (GDPR)

A Data Protection Impact Assessment will be completed and will be included within the internal reference document schedule. The assessment will also be subject to peer review by staff members outside the area of operation to which the policy directly relates. The policy will be implemented in compliance with relevant data protection legislation and the Association’s own Data Protection policy.

APPENDICIES

Appendix 1 – ASB 1 Letter

Appendix 2 – Action Plan

Appendix 3 – Risk Assessment Matrix

Appendix 4 –Diary Sheets

Appendix 5 – ASB 2 Letter

Appendix 6 – ASB 4 Letter

Appendix 7 – ASB 3 Letter

Appendix 8 – RHW23

Appendix 9 – RHW35

Appendix 10 – RHW37

Appendix 1-

Our Ref: ASB1/

Date:

Dear

Re: ASB Complaint

I acknowledge receipt of your Anti-Social Behaviour complaint received by the Association on [insert date]

As discussed with yourself, our Anti-Social Behaviour Officer will visit you on [insert date and time] to discuss your complaint in more detail and agree with you an action plan to address the issue.

If you need to contact the Association further regarding the complaint, could you please where possible quote your reference number which is [insert Case Ref No.]

I have attached copies of our Nuisance Log Forms for you to note any further incident that may occur. If you are unable to keep this record you can telephone the Housing Association office and report directly to us.

The Housing Association will offer you any support and assistance that you may require throughout this process.

The Association also liaises with victim Support who offers additional support for both victims and alleged perpetrators of ASB. We can refer you if you are interested in this additional support.

Yours sincerely

Appendix 2 –



Merthyr Tydfil Housing Association
Anti-Social Behaviour Action Plan

Managing Expectations

The Housing Association will investigate this case in a fair, reasonable and proportionate manner taking into account, equally, the needs of both the victim and the perpetrator. During the course of the investigation we may liaise and contact third party agencies to establish the circumstances reported and to decide the most appropriate method of resolution.

Complainants Name:	
Address:	
Telephone Number(s):	
Brief Summary of Complaint:	
What is your expected outcome?	
Preferred method of contact and recurrence?	

In order to progress your allegations of antisocial behaviour we need your consent to disclose the details of your complaint as stated to other relevant third-party agencies in order to achieve the resolution of the behaviour described.

Merthyr Tydfil Housing Association will comply with the Data Protection Act 1988, along with any associated laws and codes of practices to ensure that your personal information is adequately protected.

Information provided by you on this form will only be used by Merthyr Tydfil Housing Association for the legitimate purposes of investigating and progressing the complaint detailed and will be stored (and destroyed) securely and confidentially, in accordance with our security and document retention policies and procedures.

Agreed actions to be carried out by Merthyr Tydfil Housing Association:
1.
2.
3.
4.

Agreed actions to be carried out by the complainant:
1.
2.
3.
4.

Name of Complainant	Signed
Name of Housing Association Officer	Signed
Case Ref No.	
Date	

Copy to complainant

Original to be placed on ASB case file

Appendix 3 –

[Risk Assessment Matrix.docx](#)



Merthyr Housing | **Tai Merthyr**
 Where People Come First | Lle Daw Pobl yn Gyntaf

Appendix 4-



This document to be completed as a true and accurate account of **nuisance** caused by neighbours, information of which could be used in Court Proceedings as evidence.

INCIDENT DETAILS:

Person Causing Nuisance: Name _____ Address _____

Date	Time	Details of the incident. <i>Please note in as much detail as possible what happened, what was said by whom, etc.</i>	Details of any witnesses <i>Please list anyone who saw what happened and give their address and telephone number.</i>	Details of what Action you have taken. <i>e.g. phoned the Police, made a note, phoned MTHA Where ever possible please make a note of who you spoke to at the Association or Police</i>

Complainant's Name: _____

Address: _____

Signature: _____

Date: _____

Appendix 5-

Our Ref: ASB2/

18 March 2019

Dear

I am writing to inform you that the Association has received a complaint against you that may be classified as Anti-Social Behaviour.

The nature of the complaint is Noise Nuisance, and the Association is currently investigating this allegation.

I would like to visit you on _____ to discuss the allegation(s) and to give you an opportunity to respond to them, a colleague may accompany me on the visit.

If the allegation is substantiated, you may be in breach of your tenancy agreement and the Housing Association will take reasonable and proportionate steps to ensure that the behaviour does not continue. This includes the use of noise monitoring equipment and portable CCTV equipment.

The Association also liaises with victim Support who offers additional support for both victims and alleged perpetrators of ASB. We can refer you if you are interested in this additional support.

If you are unable to keep the above appointment, you must contact me immediately upon receipt of this letter to arrange a more suitable time and date.

Yours sincerely

Appendix 6 –

Our Ref: ASB4/

Date:

Dear

Re : Anti-Social Behaviour Complaint Ref No. [insert ASB case No.]

Following our meeting on [insert date of meeting] at which we discussed the allegation made against you.

I am writing to advise you that following our conversation I am satisfied that the allegation in relation to anti-social behaviour has been substantiated. [give details of the nuisance].

This is a breach of the conditions of your tenancy agreement. Namely:- [insert details of the tenancy clauses that have been broken].

As a result of the breach of your Tenancy Agreement the Housing Association has a duty to take reasonable and proportionate steps to ensure that the behaviour does not continue.

In order to prevent the Housing Association taking any further action against you, you are required to [insert details of the remedy the tenant needs to undertake].

Your home could be at risk if the Anti-Social Behaviour continues, therefore it is essential that you comply to the terms of your tenancy agreement and not commit any further breaches.

The Housing Association is committed to provide help and support to all tenants to

enable them to sustain their tenancies and adhere to the terms of their tenancy agreement, should you require any assistance, please do not hesitate to contact us.

The Association also liaises with victim Support who offers additional support for both victims and alleged perpetrators of ASB. We can refer you if you are interested in this additional support.

We will keep this ASB case open for a monitoring period of two months, during which we will be monitoring the situation to ensure that you are complying with the terms of your tenancy agreement.

Should you wish to discuss this matter further, please contact me on (insert your contact details)

Yours sincerely

Appendix 7 –

Our Ref: ASB3/

Date:

Dear

Re: ASB Complaint [insert ASB case No.] - Update

Following your initial complaint, I would like to confirm what actions have been taken by the Housing Association to address the situation.

[Insert action taken]

If the behaviour continues it is essential that you contact us immediately so that we can take reasonable and proportionate steps to ensure that the behaviour does not continue.

If the behaviour ceases and we receive no further reports for a period of two months, we will close down the case. You will be informed of this in writing.

The Association also liaises with victim Support who offers additional support for both victims and alleged perpetrators of ASB. We can refer you if you are interested in this additional support.

If you wish to discuss the above further, please do not hesitate to contact me.

Yours sincerely

Anti-Social Behaviour (ASB) POLICY & PROCEDURE

Policy Name: Reviewed: Next Review: Lead Officer:
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Appendix 8 – RHW23

[H:\10. Notices\RHW23-form -notice before making a possession claim.docx](#)

Appendix 9 – RHW35

[H:\10. Notices\RHW35-form \(2\) Notice of intention to apply for an order imposing a Prohibited Conduct Contract.docx](#)

Appendix 10-RHW37- Notice of extension of Prohibited Conduct Contract

[H:\10. Notices\RHW37-form-Notice of extension of Prohibited Conduct Contract.docx](#)



**Merthyr
Housing**
*Where People
Come First*

**Tai
Merthyr**
*Lle Daw Pobl
yn Gyntaf*