



# Anti-Social Behaviour Policy – web Version

**Author: Assiah Awaleh – Head of Housing**  
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*NB: The ASB procedure is set out in a separate procedural document*

King's Building  
16 Smith Square  
London SW1P 3HQ

T: 020 7368 4600  
E: [policyresponse@lookahead.org.uk](mailto:policyresponse@lookahead.org.uk)



Our mission

Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.

Our values

Excellence

Aspiration

Partnership

Trust

[lookahead.org.uk](http://lookahead.org.uk)



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## Policy

### 1 Scope

- 1.1 This policy applies to all customers within Look Ahead supported services and all unsupported tenants. This also applies to customers who live in our properties but receive support from an external provider.
- 1.2 This policy and associate procedure outlines the approach taken by Look Ahead in prevention, response and the management of anti-social behaviour (ASB) at services and in the neighbourhoods in which our customers live and our staff work.
- 1.3 The policy doesn't cover where there is dissatisfaction with the way in which Look Ahead has managed a report of ASB. In tis instance Look Ahead Feedback and Complaints policy will be followed separately o the management of the ASB.
- 1.4 We reserve the right to vary any enforcement action taken depending on the customer's occupancy agreement and specifics of the case.
- 1.5 This policy should be read in conjunction with the following policies
  - Safeguarding Adults,
  - Child Protection
  - Domestic Abuse
  - Radicalisation
  - Serious Incidents
  - Visitors Policy
  - Child Sexual Exploitation
  - Feedback and Complaints
- 1.6 For the purpose of this document, any reference to an Officer will mean the person involved in investigating the anti-social behaviour, and could be, Housing & Income Officers, Support Workers or various senior managers.

### 2 Aims and objectives of this Policy

- 2.1 We do not condone any form of anti-social behaviour and will use a range of preventative measures to minimise the number of incidents arising and take action where needed to tackle anti-social behaviour. Look Ahead is committed to tackling Anti-social behaviour (ASB). We recognise the effect ASB has on individuals, communities or the environment. Look Ahead recognises that tackling anti-social behaviour has broad consequences which impact upon all areas of our business, our residents, customers and other stakeholders. ASB can be tackled using various methods and interventions.
- 2.2 The aims and objectives of this policy are to:
  - Define ASB so that staff and customers are clear about what it is.
  - State the various ways in which ASB can be reported ([section 4](#))



- How Look Ahead will respond and manage ASB (**Section 6**)
- Putting in place measures to prevent and or minimise ASB (**section7**)
- Tailor the service to the individuals needs, particularly in sensitive cases, managing residents' expectations in all cases
- Raise awareness amongst our customers, staff and other relevant stakeholders of the tools and powers available, to both staff and customers to tackle ASB.
- Ensure that LACS always takes into account the support needs of vulnerable customers.

2.3 Anti-social behaviour and harassment can have a devastating effect on communities and individuals. It is very important that we work with everyone living in the communities where we operate to ensure that it does not have a negative effect.

2.4 The prevention and appropriate handling of anti-social behaviour is a key factor in Look Ahead meeting our customer's expectation that we provide them with safe and comfortable home environment. It also enables us to provide a pleasant working environment for Look Ahead staff.

### 3 Definitions

3.1 Anti-social behaviour is acting in a way that causes or is likely to cause alarm or distress to one or more people not in the same household as the perpetrator.

We use the following definition of anti-social behaviour as stated in section 2(1) of the **Anti-social Behaviour Crime and Policing Act 2014**

*“Anti-social behaviour” means—*

*(a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*

*(b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*

*(c) conduct capable of causing housing-related nuisance or annoyance to any person”.*

3.2 The definition extends to behaviour towards staff and contractors of LACS. We operate a zero tolerance policy towards any intimidating, threatening or abusive (verbal or physical) behaviour aimed at our staff or contractors. ASB includes a wide range of unacceptable behaviour that affects the quality of life of residents and others living or working in the community. ASB is a broad term used to describe day-to-day incidents of crime, nuisance and disorder and includes, but is not limited to, the following:

- 3.3 Look Ahead customers have identified the types of behaviour that they consider to be anti-social behaviour and harassment this includes but is not limited to:
- Noise such as persistent or prolonged playing of music



- Verbal abuse, harassment, intimidation and threatening behaviour
- Hate related incidents (based on race, religion, gender, sexual orientation, age or disability and any other protected characteristic)
- Vandalism, property damage and graffiti
- Pets and persistent animal nuisance
- Persistent nuisance from vehicles
- Drugs, substance misuse and drug dealing
- Alcohol related (i.e. offensive drunkenness, shouting and fighting)
- Physical violence
- Litter, rubbish or fly tipping
- Misuse of communal areas or public spaces or loitering
- Door slamming or setting off alarms
- kerb crawling

3.4 Anti-social behaviour can also be a criminal offence which impacts on Look Ahead's ability to effectively deliver housing management services.

3.5 Alleged perpetrators may be customers, their visitors or members of the wider community committing anti-social behaviour affects customers, staff or people living in the neighbourhoods near our services.

#### **What is not anti-social behaviour?**

3.6 Sometimes customers and tenants will find themselves in dispute with their neighbours. In most cases this behaviour will not be considered as anti-social behaviour as the behaviour is not a breach of their occupancy agreement. Examples of this type of behaviour include but is not limited to:

- Disputes related to parking
- Complaints relating to acceptable living noises such as doors closing, washing machines being used and children behaving in an acceptable way within the home and communal areas.
- Car alarms sounding.
- Dogs barking at reasonable and acceptable levels
- Disputes between neighbours where a tenancy agreement has not been breached. .

## **4 How to Report Anti- Social Behaviour**

**Anyone who feels they are in immediate danger should 999 immediately.**

- 4.1 Look Ahead will accept reports of anti-social behaviour by any reasonable means that will bring it to our attention. In the following ways:
- 4.2 Through staff observing or experiencing it;
- 4.3 Staff being told about it by customers individually, during key working sessions or at resident meetings;
- 4.4 Anyone wishing to make an ASB report can also ask a friend, relative, neighbour or an Advocate to report issues of ASB to us on their behalf.



- 4.5 Reports of ASB can be made in person, by telephone, by email or in writing to any of our offices. You can also complete our ASB online form at [www.lookahead.org.uk](http://www.lookahead.org.uk)
- 4.6 By Phoning phone our Customer Contact Centre on 0300 010 4600;
- 4.7 In writing to the local service or to Look Ahead, Kings Building, 16 Smith Square, London, SW1P 3HQ;
- 4.8 Customers or members of the public can email [feedback@lookahead.org.uk](mailto:feedback@lookahead.org.uk) or through our website [www.lookahead.org.uk](http://www.lookahead.org.uk);
- 4.9 LACS provides direct access to translation and/or interpretation services, where required, and our offices are equipped with hearing loops.

## 5 Our Approach to tackling ASB

- 5.1 LACS use a victim centred approach to the management of ASB and recognises the importance of putting in place preventative measures to prevent or minimise ASB. As well as, developing and working in partnership to prevent and to deal effectively with ASB. Our full approach is set out in **Appendix 1**

## 6 Responding to a report of ASB

- 6.1 Three main levels of anti-social behaviour have been identified and we will respond accordingly.

### Level 1: Very serious

- 6.2 Most serious or urgent types of anti-social behaviour. Examples might include but are not limited to:
  - Racial harassment.
  - Other hate crime.
  - Verbally abusive or intimidating behaviour.
  - Domestic violence.
  - Arson or attempted arson.
  - Behaviour resulting in danger to a child.
  - Behaviour resulting in danger to the complainant or others.
- 6.3 For very serious anti-social behaviour we aim to arrange and carry out an interview with the complainant within **one working** day of receipt of the report of anti-social behaviour.
  - Customers this will either be by phone or in person.
- 6.4 We reserve the right to gather information in a way suitable.

### Level 2: No immediate threat

- 6.5 Anti-social behaviour where there is no immediate threat to the complainant or others. Examples might include but are not limited to:
  - Problems associated with groups of youths
  - Damage to property



- Using the home for an unlawful purpose, drug dealing
- Loud shouting and arguing in and around a property.
- Animals causing damage to property belonging to someone else within the vicinity
- Behaviour of visitors that seriously impacts on the quality of life of customers, neighbours or the wider community
- Playing music or television so loud that it causes a disturbance and can be heard outside of the home.

6.6 For anti-social behaviour where there is no immediate threat we aim to arrange and carry out an interview with the complainant **within five working days** of receipt of the complaint. The interview arrangements will be confirmed in writing to the complainant. Interviews can take place in person, by phone or virtually.

### Level 3: Low level

6.7 Relatively low level anti-social behaviour that is unlikely to cause harm in the short-term. Examples may include but are not limited to:

- Overgrown gardens
- Car repairs
- Occasional noise
- Fly tipping
- Unauthorised use of car parks
- Dog fouling
- Items left in communal areas
- Acts which cause annoyance or irritation.

6.8 For low level anti-social behaviour we aim to contact the complainant **within 10 working days** of receiving the report by either phone or email.

6.9 If the circumstances change, or if new information comes to light (in interview with the complainant, for example) a case may be re-categorised at a different level.

6.10 Any interviews will be carried out at mutually agreed time by both parties by phone or any other suitable means.

## 7 Prevention

7.1 Look Ahead is committed to deploying a range of approaches to prevent and mitigate ASB

## Partnership

7.2 ASB can be limited, if not prevented by building trust and working with internal and external stakeholders. When carrying out a sign up, it is important to explain what behaviours will and will not be accepted. Tenancy sustainment is vital to the work we undertake, so it is important to explain that at the commencement of the customer's tenancy.





7.3 Look Ahead is committed to preventing the incidence of ASB at the outset by doing the following:

- Clearly explaining to all new tenants and leaseholders at the sign-up of their tenancy and settling in visits, the terms of their tenancy or lease that relate to ASB and causing a nuisance, so that expectations and consequences are clear
- Encourage residents to be good neighbours and promote Good Neighbourhood Agreements where we have them on our housing schemes
- Assessing what physical improvements can help reduce anti-social behaviour.
- Applying a range of preventative measures including Neighbourhood Watch, youth diversion activities such as summer clubs and community development initiatives
- Publicising our commitment to dealing with ASB, for example in newsletters
- Considering refusing applicants with a known history of serious ASB

### **Estate management**

7.4 Effective Estate Management can help to reduce ASB and prevent it from escalating into a larger more serious issue. Estate Inspections should be carried out routinely and residents should be made aware of your visits/walk arounds. If possible a resident should be invited to undertake the inspection with you; in all or part. When carrying out Estate Inspections or site walk arounds, it is important to look out for:

- Fly Tipping
- Deliberate Tenant (or guest) damage
- Whether the CCTV is operational
- Whether all entrances and exits to the building are fully functional
- Whether items are stored in the communal areas that are causing a nuisance and or obstruction

7.5 Regularly carrying out inspections of the communal areas and reporting any repairs will enable that the site is secure and safe. It will prevent non-residents from accessing the common parts also. If residents are found to deliberately fly-tip or cause damage to the common parts of the building and that they can be identified, it is important that the issue is addressed as quickly as possible. Fast action will demonstrate that we have control of the building, and that we will take appropriate action. It will also demonstrate to the other residents that Look Ahead do not accept vandalism and breaches of Tenancy; thus deterring them from carrying out similar acts.

### **Risk Management Plans**

7.6 Prevention starts at the assessment stage whereby any known challenges can be identified and incorporated into the Risk Management Plan. This will enable to correct level of support needed to manage any future occurrences of ASB. This



will also give the customer the opportunity to share what they may deem as triggers, however large or small. It is important that the RMP are completed openly with the customer and it is explained why you are documenting this information. Do not dwell on past actions to pre-judge an individual, but use this as a means of building trust, providing support and working with the customer.

- 7.7 RMPs should be updated and reviewed regularly and always after any incident has occurred. This is also an opportunity to offer support and guidance to customers; thus helping to foster a collaborative relationship with them in order to minimise ASB,

### **House Rules**

- 7.8 House rules also play an important part in reiterating and enforcing Look Ahead's expectations relating to ASB. This should be explained in detail to the new incoming customer, as this will set the foundation for staff to be able to refer back to in case of any ASB incidents.
- 7.9 House rules should be displayed within communal areas to remind customers of their obligations whilst living at the service.

### **Support from External Agencies**

- 7.10 Where possible, the Service/Housing Team should build up robust connections with the local police and Safer Neighbourhood Team and other networks in your area.
- 7.11 We will work in partnership with customers and other agencies towards finding a resolution to anti-social behaviour concerns.
- 7.12 We will:
- Participate in and contribute to a range of partnership groups that operate in our local communities to prevent and tackle anti-social behaviour. We will do this where this is appropriate and in line with Look Ahead's approach and objectives.
  - Participate in regular liaison meetings with our partners and key agencies.
  - Work with partners to establish the most appropriate course of action and who will take the action.
  - Share information when it is in our common interest and in accordance with the law and good practice.
  - Work with a wide spectrum of groups to develop and implement locally based strategies to prevent and tackle anti-social behaviour.
  - Work closely in partnership with relevant agencies to ensure the suitability of the designs of our buildings and consult with local communities and resident groups to obtain their views on our homes.
- 7.13 By liaising with your local Police and SNT, you will be able to request local patrols of known hotspots, visits to the service and information sharing.



## Support & Review

- 7.14 Support Interventions can be used means of reviewing actions which can be taken by both the customer and staff to manage ASB and can be used alongside warning letters. Use this tool to have a 121 conversation with the customer to discuss specific incidents and what support is needed to decrease the ASB activity. Any action agreed should be reviewed between 1-4 weeks, dependant on the severity of the incident and can give the customer time to reflect on their actions.
- 7.15 If ASB activity decreases, remember to share this achievement with the customer and further build rapport and support.

## See Think Act

- 7.16 Support staff should use the STA leaflet as a guide to monitor customer behaviour and to discuss concerns that you may observe with your team. By discussing any changes you may see in a customer's behaviour will enable you to have addressed any risks that may be associated with this change in behaviour. Also take the opportunity to discuss this with the customer to pre-empt any possible ASB

## 8 Enforcement

- 8.1 The law has created tools that LACS can use to deal with ASB cases. We aim to deal with ASB in a proportionate and appropriate manner. Our approach includes engaging with complainants and alleged perpetrators, providing support and/or taking enforcement action. We will use legal action where necessary, but in general we will try to work with perpetrators and complainants to resolve the situation without resorting to this. Early interventions as listed in the section above are our preferred first approach. Where this hasn't worked or is not appropriate, we will use legal action including:
- Injunctions, which can include positive requirements as well as prohibitions and exclusions
  - Undertakings (a promise to the court)
  - Possession and forfeiture action.
  - Mandatory possession order using ground 7a of the Anti-Social Behavior, Crime and Policing Act 2014. See further details below in respect of serious and/or persistent ASB
  - Eviction

## 9 Community Triggers

- 9.1 The ASB, Crime and Policing Act 2014 introduced the "Community Trigger". This allows members of the community to ask for a review of the responses to their reports of ASB. The Community Trigger and how to enact this for each area should be available via the relevant Local Authority and Police websites.



## 10 Managing Domestic Abuse

- 10.1 LACS believe that all of our residents should be able to live without fear of abuse from a spouse, former spouse or partner, or other member of their household. Domestic abuse is a criminal offence and will not be tolerated by NH. The cross-government definition of domestic violence and abuse is: “any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:
- . Psychological
  - . Physical
  - . Sexual
  - . Financial
  - . Emotional”
- 10.2 LACS understand that any person can experience domestic abuse. We are committed to offering victim-centred, accessible, and flexible assistance to any of our customers who are suffering from this type of physical, sexual, emotional or verbal abuse.
- 10.3 We take a victim centred approach to dealing with domestic abuse. Victims of domestic abuse will be given the relevant advice and support by the case officer at the earliest possible opportunity. Where appropriate, the perpetrator may be signposted for support or referred to behavioural / specialist courses if locally available. We provide the victim with a list of emergency contact and support details including: the local police station, the local authority homeless persons’ unit, law centre emergency hotlines.
- 10.4 NH recommends that all crimes are reported to the Police. However, unreported allegations of domestic abuse will not prejudice advice given in regards to signposting victims to relevant organisations or offering support.
- 10.5 All reports of domestic abuse that are a safeguarding concern are reported in line with our policy and procedures on safeguarding.
- 10.6 Maintaining confidentiality is essential. We will take measures to ensure that confidential information provided by the victim is not seen by the perpetrator. We:
- Are careful about disclosing information about the victim’s current address
  - Ensure the victim’s records clearly show that the address must not be disclosed.
  - Information is only provided to external agencies as agreed with the victim, or where it is required by law or where there is an overriding need.
- 10.7 Where there is a joint tenancy and one of the tenants has been the victim of domestic abuse, LACS will explain the judicial process for assigning the tenancy to the victim. We advise victims about seeking independent legal advice on their rights.



## **11 Harassment and Hate Crimes**

- 11.1 LACS will not tolerate incidents of harassment or hate crime in any form. The police and the Crown Prosecution Service define a hate crime as "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."
- 11.2 To prevent racial harassment and hate behaviour NH will send out a clear message that we adopt a zero tolerance approach. We make it clear to new residents moving into their home that harassment of any kind is a breach of their occupancy agreement and advise them of our approach to dealing with this.
- 11.3 LACS will ensure our staff are equipped to deal with any reports of racial harassment or other types of hate behaviour.
- 11.4 LACS will create a safe and welcoming environment for people to report racist incidents or hate behaviour.
- 11.5 LACS will ensure incidents of perceived racial harassment or hate incidents are treated  
Consistently, promptly, effectively and confidentially.
- 11.6 LACS will work in partnership with other agencies and use community resources available to promote social cohesion.
- 11.7 LACS will proactively deal with any report(s) of racial harassment or other types of hate  
incidents in an efficient and consistent manner.
- 11.8 We join and participate in multi-agency forums relating to hate incidents and hate crimes in areas where we hold substantial housing stock.

## **12 Serious and/or Persistent ASB**

- 12.1 Possession action is in most cases a last resort and NH will where possible use all alternative remedies before seeking possession of a tenant's home. However in some cases we may have no alternative but to seek possession.
- 12.2 Where possession action is considered necessary NH will ensure that the action taken is in accordance with the Pre- action protocol for possession claims brought by social Landlords
- 12.3 Possession action could include both mandatory and discretionary claims for possession.
- 12.4 Mandatory claims for possession include:
  - Claims brought following the service and expiry of a section 21 Notice Requiring



Possession, where the tenancy is an assured shorthold tenancy or a starter tenancy,  
which is in itself an assured shorthold tenancy;

- Possession action brought following the service and expiry of a Notice Seeking Possession reciting an “Absolute” ground for possession set out in the Housing Acts 1985 (secure) and 1988 (assured). An Absolute notice may only be served on the tenant if one of the following conditions are satisfied:
- the tenant, a member of the tenant’s household or a person visiting the property has been convicted of a serious offence
- the tenant, a member of the tenant’s household or a person visiting the property has been found by a court to have breached an injunction to prevent nuisance and annoyance obtained under section 1 of the Anti-Social Behaviour Crime and Policing Act 2014
- the tenant, a member of the tenant’s household or a person visiting the property has been convicted for breach of a criminal behaviour order obtained under section 30 of the Anti-Social Behaviour Crime and Policing Act 2014
- the tenant’s property has been closed under a closure order obtained under section 80 of the Anti-Social Behaviour Crime and Policing Act 2014

12.5 Where LACS decides to seek possession against a starter tenant/ and or rely on the Absolute Grounds for possession the tenant will have the right to seek a review of the decision to serve the notice.

12.6 Where no appeal is received or it is not upheld, if the court is satisfied that one of the conditions is met, or in the case of a starter tenancy, that the s21 notice is valid the court must make a possession order and that order cannot be suspended.

12.7 Where possession is sought on a discretionary ground for possession the court will be able to decide whether it is reasonable in all circumstance for a possession order to be made. The court may also decide to suspend the possession order.

### **13 Noise Nuisance**

13.1 LACS have a variety of customers with differing lifestyles. We encourage everyone to respect these differences but to also be mindful about how their lifestyle may impact others.

13.2 Many of the activities that can cause domestic noise are considered to be normal household activities, during the daytime. Domestic noise includes, but is not limited to:

- Noisy household appliances
- Noise caused by children
- Ball games
- Loud talking



- Banging doors/windows
- Noise caused by pets
- Television noise
- Loud music

13.3 LACS promotes tolerance and an understanding that each customer has the right to their own chosen lifestyle, as long as it does not negatively interfere with the lives of others.

13.4 When LACS receives complaints of domestic noise we will advise our customers to try and discuss the matter with their neighbours in the first instance in a polite manner. This is only if they feel confident to do so.

13.5 LACS' believes that early discussion between parties is most effective rather than leaving the issue to build up. We will use the methods as above at paragraph 7.3 to reach an effective solution. In addition we may use a Good Neighbour Agreements – A signed agreement between all parties involved agreeing to show consideration to each other.

## **14 Complaints**

14.1 Any tenant, resident, customer or other stakeholder who is dissatisfied with the service provided under this ASB policy is able to submit a complaint using the LACS Complaints process.



## **Appendix 1 Look Ahead Approach to Anti Social Behaviour**

### **Prevention**

LACS recognises the importance of putting in place preventative measures to prevent or minimising ASB

LACS aims to assess the vulnerability and support needs of our customers and where possible provide appropriate support directly or refer to external agencies as necessary.

LACS recognise that challenging behaviour may be the result of one or more diverse needs. Where appropriate, we will seek to support the perpetrator, and seek the advice and the assistance of specialist agencies to help address their needs, which could include carers and support workers

### **Victim Centred**

LACS use a victim centred approach to the management of ASB

LACS will aim to make evidence gathering for the victim/witness as straightforward and sensitive as possible.

LACS will consider the safety and the perception of safety, of the victims and witnesses and if necessary provide additional safety measures to support them.

LACS will help victims to stay in their own home wherever possible.

LACS will make every effort to protect and support witnesses during court proceedings.

### **Partnership**

LACS recognises the benefits of partnership working to deal effectively with ASB and we will, where possible, work in partnership with others.

### **Proactive Response**

LACS takes all forms of ASB very seriously but also recognise that we should have varied approaches to the varied forms of ASB. We therefore have specific response timescales for ASB and will also communicate this to victims and complainants.

A named officer will be responsible for investigating allegations of ASB. The officer will:

- Be the primary point of contact and keep the person reporting ASB informed, as far as possible, throughout the process
- Ensure any communication requirements are addressed and the correct resources are used. This may be sourced internally, through language line or other external agencies
- Formulate and agree an action plan with the person reporting ASB at the earliest opportunity detailing what steps will be taken to address the complaint
- Make sure interviews are conducted appropriately, either over the telephone, in the office or through a home visit.





- Agree any necessary support package for tenants reporting ASB who have particular needs e.g. associated with disability or vulnerability.
- Provide assistance to those reporting ASB and liaise with external agencies where appropriate, e.g. social services in order to address and/or manage ASB. Assess and monitor any risk
- Develop an action plan with the complainant, being clear and realistic about potential outcomes and timescales involved

## Time Scales

### Level 1: Very serious

Examples might include but are not limited to:

- Racial harassment.
- Other hate crime.
- Verbally abusive or intimidating behaviour.
- Domestic violence.
- Arson or attempted arson.
- Behaviour resulting in danger to a child.
- Behaviour resulting in danger to the complainant or others.

We aim to arrange and carry out an interview with the complainant within **one working day** of receipt of the report of anti-social behaviour.

### Level 2: No immediate threat

Anti-social behaviour where there is no immediate threat to the complainant or others.

Examples might include but are not limited to:

- Problems associated with groups of youths
- Damage to property
- Using the home for an unlawful purpose, drug dealing
- Loud shouting and arguing in and around a property.
- Animals causing damage to property belonging to someone else within the vicinity
- Behaviour of visitors that seriously impacts on the quality of life of customers, neighbours or the wider community
- Playing music or television so loud that it causes a disturbance and can be heard outside of the home.

We aim to arrange and carry out an interview with the complainant **within five working days** of receipt of the complaint.

### Level 3: Low level

Relatively low level anti-social behaviour that is unlikely to cause harm in the short-term.

Examples may include but are not limited to:

- Overgrown gardens
- Car repairs



- Occasional noise
- Fly tipping
- Unauthorised use of car parks
- Dog fouling
- Items left in communal areas
- Acts which cause annoyance or irritation.

We aim to contact the complainant **within 10 working days** of receiving the report by either phone or email.



## Related documents

Document	Link
Connected Policies	Domestic Abuse Feedback and Complaints Ending and Occupancy Safeguarding Adults Child Protection Drugs Non-Engagement Positive Behavioural Support
Information Sheet	N/A
Easy Read	Easy Read: Anti-Social Behaviour
External Websites	N/A
Legislation/Regulation	ASB Crime and Policing Act 2014 Criminal Justice and immigration Act 2008 ASB Act 2003 HCA Tenancy Standard Equalities Act 2010 Human Rights Act 1998 Data Protection Act 1998 Housing Act 1996 Housing Act 1985 The Crime & Disorder Act 1998 The Protection from Harassment Act 1997 The Homelessness Act 2002 The Data Protection Act 1998 The Mental Health Act 1983

## Version Control

Version no.	4	Date effective:	December 2020
Brief summary of changes:	Noise: Specific guidance around managing noise nuisance. Recording ASB: This procedure sets out how anti-social behaviour should be recorded until the housing management system is in place and this function moves across. Warnings and reminders: Updated with the warning process used within ending an occupancy agreement, with the addition of reminders to ensure warnings do not lose meaning. Enforcement: Updated with range of enforcement tools available to Look Ahead as a landlord.  Separated Policy and Procedure		
Colleague consultation:	Landlord Services; Operations; Policy Group		



Signed off by:	Policy Group, December 2020
Author:	Assiah Awaleh: Head of Housing Nadia Dixon: Senior Income Officer
Review date:	December 2023

Version no.		Date effective:	
Colleague consultation:			
Signed off by:			
Author:			
Review date:			



King's Building  
16 Smith Square  
London SW1P 3HQ

Tel: 020 7368 4600  
[policyresponse@lookahead.org.uk](mailto:policyresponse@lookahead.org.uk)

**[lookahead.org.uk](http://lookahead.org.uk)**

Services we would be proud  
for our loved ones to receive