Anti-Social Behaviour Policy

Policy Owner	Executive Director of Customers and Communities
Approval Level	Customer Experience Committee
Resident Input	Neighbourhood & Tenancy SIG July 2026 (Southway) Customer Experience Committee – Deep Dive into customer satisfaction with the ASB service – November 2025 (WCHG)
Policy Review Due	September 2029
EIA Date	August 2026
Linked strategies/policies	This policy should be read alongside the ASB Procedure, Tenancy Agreement, Domestic Abuse Policy, Hate Incident Policy, Safeguarding Policy, Complaints Policy, Allocations Policy and Data Protection Policy.
Version	1
Date of Approval	November 2026
We can provide this policy in large print, braille or audio. We will also take reasonable steps to meet communication, language and literacy needs, including translation, interpretation and other accessible formats where needed.	

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1. What this policy is for

1.1 The purpose of this policy is to set out NewCo's approach to preventing, responding to and tackling anti-social behaviour (ASB).

1.2 We want our customers to feel safe in their homes and neighbourhoods. We recognise that anti-social behaviour can have a significant impact on people's wellbeing, sense of safety and ability to enjoy their home.

1.3 This policy sets out NewCo's commitment to:

- responding appropriately to reports of anti-social behaviour;
- supporting customers affected by anti-social behaviour;
- preventing anti-social behaviour where possible;
- working with partner agencies to create safer communities; and
- taking proportionate action where behaviour causes harm to others.

1.4 We are committed to creating safe and sustainable communities. Anti-social behaviour will not be tolerated and we expect customers, household members and visitors to act reasonably and respectfully towards others. Customers are responsible for their own behaviour and, where applicable, the behaviour of members of their household and visitors to their home.

1.5 We take a person-centred and trauma-informed approach. We recognise that people experience anti-social behaviour differently and that the impact on individuals can vary depending on their personal circumstances and support needs.

1.6 This policy explains what we mean by anti-social behaviour, the service customers can expect from us, how we support customers affected by anti-social behaviour, how we work in partnership with other agencies, how we seek to prevent anti-social behaviour and how we may respond when anti-social behaviour occurs.

1.7 This policy outlines the commitments NewCo has for creating safe, sustainable communities where customers can enjoy their homes and neighbourhoods.

2. Who this policy applies to

2.1 This policy applies to anyone affected by anti-social behaviour connected to NewCo homes, communities or customers.

Customers	Our service
Customers living in NewCo homes	We will respond to reports of anti-social behaviour affecting their tenancy, home or neighbourhood.
Leaseholders and shared owners	We will respond where behaviour affects our housing management responsibilities.
Victims and witnesses	We will provide support and keep customers informed throughout a case.
Individuals reported for anti-social behaviour	We will investigate reports fairly and proportionately.
Visitors to our communities	We will consider reports where behaviour affects our homes or neighbourhoods.
Colleagues, contractors and representatives	This policy also applies where individuals working on behalf of NewCo experience anti-social behaviour, harassment or abuse.

2.2 We recognise that customers may be affected by anti-social behaviour in different ways. Our approach is to understand individual circumstances, identify any support needs and tailor our response accordingly.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following regulations and legal requirements

- Anti-Social Behaviour, Crime and Policing Act 2014;
- Housing Act 1996;
- Housing Act 1985;
- Housing Act 1988;
- Crime and Disorder Act 1998;
- Equality Act 2010;
- Human Rights Act 1998;
- Domestic Abuse Act 2021;
- Data Protection Act 2018; and
- UK GDPR.

We have also considered requirements within the Regulator of Social Housing's Neighbourhood and Community Standard, which requires landlords to work with appropriate partners to deter and tackle anti-social behaviour and support customers living in safe communities.

4. What we will do

What we mean by anti-social behaviour

4.1 We will use the legal definitions contained within anti-social behaviour legislation.

Examples of behaviour we may treat as anti-social behaviour include:

Type of Behaviour	Example
Violence and intimidation	Violence, threats, harassment, intimidation and serious verbal abuse.
Hate incidents	Hate-related incidents and harassment.
Domestic abuse	Domestic abuse and coercive or controlling behaviour.
Criminal activity	Drug dealing, cuckooing and serious criminal behaviour.

Neighbourhood nuisance	Persistent noise nuisance, vandalism, graffiti and behaviour that causes significant disturbance to others.
Animal nuisance	Dangerous dogs and persistent pet-related nuisance.

4.2 This list is not exhaustive and each report will be considered on its own circumstances.

Everyday living activities

4.3 We recognise that some issues may not be anti-social behaviour but can still cause frustration or disagreement between neighbours.

Examples of behaviour that may not normally be considered anti-social behaviour include:

Type of Behaviour
Children playing
A baby crying
One-off parties or celebrations
Normal household noise
DIY at reasonable times
Infrequent dog barking
Cooking smells
Minor neighbour disagreements
Social media disagreement where there is no wider impact or threat.

4.4 Where appropriate, we may still provide advice, mediation or support to help customers resolve these issues.

Legal definition of anti-social behaviour

4.5 The legal definition used in this policy reflects the legislation available to social landlords when preventing and tackling anti-social behaviour.

Source	Legal Definition
Housing Act 1996	Conduct causing or likely to cause nuisance or annoyance to a person residing, visiting or otherwise engaged in a lawful activity in the locality.
Anti-Social Behaviour, Crime and Policing Act 2014	Conduct causing or likely to cause harassment, alarm or distress to any person.
Anti-Social Behaviour, Crime and Policing Act 2014	Conduct capable of causing nuisance or annoyance in relation to a person's occupation of residential premises or affecting our housing management functions.

Drug-related activity

4.6 We recognise that drug-related activity, including the use, production or supply of illegal drugs, can have a significant impact on people and communities.

4.7 The possession, use, production and supply of controlled drugs are criminal offences and customers should report suspected criminal activity to the Police.

4.8 We will work with the Police and other partner agencies where appropriate and may take tenancy enforcement action where there is evidence that a tenancy is being used for illegal activity or where drug-related behaviour is causing anti-social behaviour that affects others.

4.9 Reports relating solely to the smell of cannabis may not, on their own, provide sufficient evidence for tenancy enforcement action. However, we will consider all reports made to us and work with partner agencies where concerns indicate criminal activity, safeguarding risks or wider anti-social behaviour.

How we assess reports

4.10 We use a risk-based approach when responding to anti-social behaviour.

Category	Examples
Category 1	Domestic abuse, hate incidents, violence, serious threats, safeguarding concerns, cuckooing and drug dealing.
Category 2	Noise nuisance, verbal abuse, environmental nuisance, neighbourhood disputes and other lower-risk anti-social behaviour.

4.11 When a report is received, we will consider:

- the impact on the person affected;
- any safeguarding concerns;
- individual circumstances and vulnerabilities;
- the seriousness of the behaviour; and
- the risk of further harm.

4.12 Customers can expect us to listen, assess the situation fairly, complete an agreed action and agree appropriate next steps.

4.13 We will close an anti-social behaviour (ASB) case when the issues have been resolved, the behaviour has stopped, all reasonable actions have been taken, or there is not enough evidence to continue.

Supporting customers affected by ASB

4.14 We operate a victim-centred and trauma-informed approach.

4.15 We recognise that anti-social behaviour can affect people in different ways and will consider individual circumstances, support needs and any vulnerability when deciding how best to respond.

4.16 In addition to this, all customers who wish to report an incident of ASB will be assessed for their risk and vulnerability to ensure the appropriate level of support can be provided and any safeguarding issues are identified

Depending on individual circumstances, support may include:

Support Available

A named point of contact
Regular updates
Safety planning
Referrals to support agencies
Mediation services
Target hardening measures
Safeguarding referrals
Partnership support from other agencies
Support for customers attending court where this is relevant to the case.

Rehousing

4.17 Our preferred approach is to address and resolve anti-social behaviour wherever possible, rather than moving people away from their homes and support networks.

4.18 We will not normally offer a transfer or management move as the first response to anti-social behaviour. Any request for rehousing will be considered on its individual circumstances and in line with our Allocations Policy.

4.19 In exceptional circumstances, where there is a significant and ongoing risk to a customer's safety or wellbeing and all reasonable alternatives have been considered, rehousing options may be explored as part of a wider support and risk management plan.

Supporting behaviour change

4.17 We recognise that anti-social behaviour can sometimes be linked to underlying needs or personal circumstances and we will take a trauma-informed approach.

4,18 Where appropriate, we will work with customers and partner agencies to identify support that may help address the behaviour and reduce the likelihood of repeat incidents.

This may include support relating to:

Examples of Support Needs
Mental health
Physical health
Substance misuse
Domestic abuse
Safeguarding concerns
Financial hardship
Tenancy sustainment needs

Preventing anti-social behaviour

4.20 We believe prevention and early intervention are often the most effective ways to address anti-social behaviour.

We may use a range of approaches, including:

Prevention and Early Intervention
Mediation
Good neighbour agreements
Restorative approaches
Acceptable behaviour agreements
Referrals to support services
Support plans
Community-based interventions
Partnership working

4.21 Our aim is to resolve issues at the earliest opportunity and support sustainable behaviour change wherever possible.

Taking action

4.22 Where behaviour continues, causes serious harm or presents a significant risk to others, we may consider formal action.

Formal Interventions
Injunctions
Community Protection Notices
Closure Orders
Possession Proceedings – including Ground 7 Absolute (mandatory) Possession
Criminal Behaviour Orders
Eviction in the most serious circumstances

4.23 Any action taken will be reasonable, proportionate and based on the evidence available.

4.24 Eviction will always be considered a last resort.

Working with partners

4.25 Anti-social behaviour cannot be effectively tackled by one organisation alone.

4.26 We will work in partnership with:

- Local Authorities;
- Greater Manchester Police;
- safeguarding services;
- health partners;
- voluntary organisations; and
- other housing providers.

4.27 Partnership working allows us to share information appropriately, manage risk and achieve the best outcomes for customers and communities.

Information sharing and confidentiality

4.28 We understand that customers may be concerned about sharing information when reporting anti-social behaviour.

4.29 We will manage information in accordance with data protection legislation and will only share information where it is lawful, necessary and

proportionate to support safeguarding, prevent harm, tackle crime or anti-social behaviour, or fulfil our housing management responsibilities.

Protecting colleagues and contractors

4.30 Anti-social behaviour can also have an impact on colleagues, contractors and representatives acting on our behalf.

4.31 We will not tolerate violence, threats, intimidation, harassment or abuse directed towards anyone delivering services for NewCo and will take appropriate action where such behaviour occurs.

ASB Case Reviews

4.32 Customers have the right to request an Anti-Social Behaviour Case Review where they believe sufficient action has not been taken to address their concerns.

4.33 This process is managed by the relevant Local Authority and provides an opportunity for agencies to review how a case has been handled and identify any further actions required.

Complaints

4.34 Any party involved in an ASB case can make a complaint directly to NewCo if they are not satisfied about how their case has been handled. When a complaint of this type is made Newco will follow the process set out in our complaints policy and process.

Training

4.35 Ensure colleagues are trained, resourced and supported to enable them to identify and respond to acts of anti-social behaviour. Including how to respond to and recognise safeguarding concerns. The training will be ongoing and will consider best practice and changes in legislation, and we adopt a trauma informed approach.

5. Equality, Diversity and Inclusion

5.1 An Equality Impact Assessment (EIA) was completed on 20.08.2026. The actions from this are:

Action	Policy Change
Vulnerable customers may need adjustments to report, provide evidence or engage with casework.	We will record reasonable adjustments and communication needs. Use accessible formats, alternative contact methods, support referrals and safeguarding routes where appropriate
Ensure training covers trauma-informed practice	Colleagues will be trained on how to respond to and recognise safeguarding concerns. The training will be ongoing and will consider best practice and changes in legislation, and we adopt a trauma informed approach.
Digital reporting, evidence gathering and communication may create barriers for some people.	We will offer a range of reporting and contact routes, including non-digital options. Provide information at sign-up and through community-based channels where appropriate.
Some customers may need flexible engagement around religious observance or cultural needs.	We will offer flexible communication and meeting arrangements where reasonable and consider individual circumstances

5.2 We are committed to providing a fair and accessible service for all customers.

5.3 We will consider individual circumstances, support needs and protected characteristics when responding to reports of anti-social behaviour.

5.4 We will provide information in accessible formats and make reasonable adjustments where appropriate.

6. Who is responsible

6.1 The people responsible for overseeing this policy are listed below

Officer	Responsibility
Executive Director of Customers and Communities	Policy owner.
Assistant Director responsible for Housing Services and Head of Housing Services	Strategic oversight.
Head of Housing Management and Support and Head of Housing Services	Operational delivery and policy implementation.
Housing and Community Safety Managers	Day-to-day service management and assurance.

7. Monitoring and Reporting

7.1 The Anti-Social Behaviour Policy will be reviewed by our Customer Experience Committee every three years. The Parent Board will receive an annual update on how the policy is being delivered.

7.2 This may include reporting on:

- number and type of anti-social behaviour cases;
- customer satisfaction;
- case outcomes;
- use of legal and non-legal interventions;
- complaints relating to anti-social behaviour;
- equality monitoring information;
- lessons learned from complaints, ASB Case Reviews and Housing Ombudsman decisions; and
- service improvements resulting from customer feedback.

7.3 The next review date for this policy is shown on the cover sheet.

8. Glossary

Word	Definition
Anti-Social Behaviour (ASB)	Behaviour which causes or is likely to cause nuisance, annoyance, harassment, alarm or distress. It can also include conduct capable of causing housing-related nuisance or annoyance.
ASB Case Review	A multi-agency review process available where a customer believes insufficient action has been taken to address reported ASB.
Category 1 ASB	Reports assessed as presenting a higher risk of harm, such as violence, serious threats, domestic abuse, hate incidents, safeguarding concerns, cuckooing or drug dealing.
Category 2 ASB	Reports assessed as lower risk but requiring investigation or intervention, such as noise nuisance, verbal abuse, environmental nuisance or neighbourhood disputes.
Cuckooing	When criminals target a person's home so they can use the property for drug dealing or other criminal activity.
Domestic Abuse	Abusive, controlling, coercive, threatening or violent behaviour between individuals who are personally connected.
Hate Incident	An incident perceived by the victim or any other person to be motivated by hostility or prejudice towards a protected characteristic or personal identity.
Hate Crime	A criminal offence perceived by the victim or any other person to be motivated by hostility or prejudice.
Injunction	A civil court order that requires someone to do something or stop doing something.
Possession Proceedings	Court action seeking an order to recover possession of a home. This may be based on discretionary or mandatory grounds depending on the circumstances.
Eviction	The final stage of possession proceedings where the court enforces a possession order and a bailiff or enforcement officer lawfully recovers the home.
Absolute Ground 7A	A mandatory possession ground that can apply where specific serious ASB or criminality conditions are met.

Mediation	An independent process to help people resolve disputes. It can be face to face or by shuttle mediation.
Mental Capacity	A person's ability to make their own decisions. Where capacity is a concern, we will consider the Mental Capacity Act 2005 and relevant guidance.
Pre-Action Protocol	The steps a landlord should usually take before starting possession proceedings, including contact, information sharing and consideration of alternatives where appropriate.
Safeguarding	Protecting children and adults from abuse, neglect or exploitation and promoting their wellbeing.
Target Hardening	Practical measures used to increase the safety and security of a person or property.
Trauma-Informed Approach	An approach that recognises the impact trauma can have and seeks to avoid causing further harm.
Victim-Centred Approach	An approach that considers the impact of behaviour on the person affected and seeks to provide appropriate support and protection.
Reporter	The person who reports ASB or nuisance to NewCo.
Reported Party	The person whose behaviour has been reported as causing ASB or nuisance.
Witness	A person who has seen, heard or otherwise has relevant information about the reported behaviour.
Controlled Drugs	Drugs controlled under UK law. Possession, use, production or supply may be a criminal offence.
Tenancy Sustainment	Support intended to help a customer maintain their tenancy and live safely and successfully in their home.