



Antisocial behaviour policy

Valid from September 2026

1. Introduction

- 1.1 Our purpose is to create communities where our customers feel safe and secure in their homes.
- 1.2 Our vision is to provide great places, providing quality homes and sustainable communities, supporting customers and working with partners to make better communities.
- 1.3 This policy supports Futures Housing Group (Futures) to manage antisocial Behaviour in line with the Antisocial Behaviour, Crime and Disorder Act 2014.

2. Policy Scope

- 2.1 This policy applies to customers of all tenancies who live in a home that's managed or owned by Futures Housing Group. This includes general needs homes, supported and sheltered housing, temporary accommodation, market and immediate rent and service users and licensees. It also applies to customers in leasehold or shared ownership properties, but our approach to ASB may be different based on the covenants in the leasehold. If we need to, we may take legal action under the terms of the tenancy agreement, lease, license or any other relevant legislation.
- 2.2 We deliver a balanced approach when tackling antisocial behaviour. Getting feedback on customer satisfaction will allow us to deliver a "right first time" approach. We are clear to our customers about what they can expect from us and explain clearly when we will, and in some cases will not, intervene. In cases where we are not the most appropriate agency, we will signpost customers to the agency we feel can support them best.
- 2.3 We want the way customers can report antisocial behaviour to be effortless. We work together with external partners and use technology to help deliver a joined-up service.
- 2.4 We will make sure all customers are treated in a fair and equitable manner and work in partnership with communities, local organisations and statutory agencies, to make sure we tackle discrimination and treat our customers according to their needs. We make sure that we consider the needs and vulnerabilities of our customers when we respond.

2.5 We have separate policies for Domestic Abuse, Safeguarding and Hate Crime, but recognise that some reports of noise nuisance, disturbances, harassment or ASB could be an indicator of potential domestic abuse, safeguarding, racial harassment or hate related incidents, e.g. complaints about arguments could be related to abuse or racially motivated. We will make sure that any potential indicators are actively considered as part of our ASB investigation and raise alerts in line with our domestic abuse, safeguarding and hate crime policies.

3. Policy Statement

3.1 We will not tolerate nuisance, annoyance, aggressive or antisocial behaviour towards our customers, their visitors, our colleagues and other agencies or contractors.

3.2 We commit to preventing, managing and resolving antisocial behaviour wherever possible, using a range of tools and powers to achieve a balance of prevention, enforcement and support for our customers.

3.3 We will deliver this using five key principles:

- Empower customers to self-help with the offer of advice, support and coaching to help them resolve issues for themselves without the need for formal landlord intervention.
- Make it easy for customers to access help and make reports of antisocial behaviour for investigation.
- Help alleged perpetrators to change their behaviours, through relevant support and coaching.
- Make sure that expectations of what can be achieved are realistic and that the customer is made fully aware of our expectations of them. This is so the right outcome can be achieved (including, where appropriate, the need for them to participate in mediation).
- Make full use of our skills, legislation, partnerships, and other resources to effectively tackle antisocial and/or criminal behaviour to make our homes and communities great and safe places to live.

4. Definitions

4.1 Antisocial Behaviour (ASB) as defined in the Antisocial Behaviour, Crime and Policing Act 2014 is:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Housing-related means directly or indirectly relating to the housing management functions of a housing provider.

4.2 Noise nuisance, as defined by the Environmental Protection Act 1990, must meet one of the following criteria:

- Unreasonably and substantially interfere with use or enjoyment of a home or other premises.
- Injure health or be likely to injure health.

We use these definitions to clearly show the difference between behaviour that counts as antisocial behaviour, and estate, tenancy or leasehold management nuisance. This may still be a breach of tenancy, but does not have as significant a detrimental effect on victims and witnesses, or require an immediate and in-depth investigation.

4.3 When we receive reports of antisocial behaviour (ASB), cases will be categorised as either complex ASB, environmental ASB, or estate, tenancy or leasehold management.

5. Customer Responsibilities

5.1 The terms and conditions of our tenancy, licence, lease and covenant agreements set out clear responsibilities regarding antisocial behaviour and what is expected of our customers.

- 5.2 Customers need to make sure that they, their family and visitors behave in a considerate way towards others living and working in their community.
- 5.3 We are committed to developing and maintaining sustainable communities. We expect a reasonable level of tolerance between neighbours and will make a fair assessment on whether complaints made are reasonable.
- 5.4 An important part of sustaining communities is for our customers to recognise and acknowledge the initial responsibility to resolve disputes with others is with them. We have made information and tools available on our website.
- 5.5 We encourage all customers across all tenancies to respect each other's lifestyles and be mindful how their lifestyle may affect others. Sometimes these lifestyles can clash, but are not considered as ASB or noise nuisance in line with the definitions.

This list is not intended to be exhaustive, but some examples of this may include:

- Minor disagreements between neighbours
- Noise from everyday living, such as babies crying, children playing, one-off parties, white goods, or low-level noise caused by pets (barking etc.)
- Lifestyle differences, such as reasonable noise occurring at unusual times because of different working patterns, cooking odours, minor or infrequent car repairs, putting rubbish out on the wrong day or on the street while waiting for bulky item collection.

In these circumstances, we will be clear that we will not be able to assist further and offer appropriate advice, signposting to other agencies or self-help tools where relevant.

- 5.6 We encourage customers to take responsibility for solving personal disputes between themselves where appropriate. This may include collecting evidence, liaising with other agencies and taking part in mediation.
- 5.7 We encourage customers to report ASB to Futures as soon as possible after the event so we can investigate in a timely fashion. ASB should be reported within six months of when the event happened.
- 5.8 We encourage customers to report crimes, including race related incidents, threats or acts of violence, to the police.

6. Our approach

6.1 We are committed to taking a proactive and partnership approach to prevent, manage and resolve ASB, to make sure our communities are places where our customers enjoy living, feel safe, happy and secure in their homes. To achieve this, we will:

- Make sure ASB can be reported to us in different ways, including in person, in writing, over the phone and on our website. We offer anonymous reporting and facilitate the reporting of ASB by non-residents.
- Acknowledge reports of antisocial behaviour in line with our customer promise and within a maximum of five working days. We may respond more quickly where we consider the person or community is at high risk of harm.
- Categorise reports of ASB as follows:
 - Complex ASB consists of criminal activity and/or criminal damage – including arson, drug related activities (possession, supply, sell or cultivate), harassment and intimidation, physical abuse, and threatening or violent behaviour.
 - Environmental ASB consists of noise nuisance, neighbour disputes, animal nuisance and vehicle nuisance.
 - Estate, tenancy and leasehold management consists of abandoned vehicles, boundary disputes, communal area issues, hoarding, property and garden neglect, and one-off or isolated occasions of fly-tipping, graffiti, and drug paraphernalia.
 - Reports of estate, tenancy and lease management issues will be managed in line with the tenancy policy and the tenancy, licence or lease agreements, and in partnership with the relevant statutory agencies or authorities. These will not usually be investigated or managed in the same way as complex or environmental ASB, unless there is evidence to suggest it is persistent, targeted or impacting a person's life and we can evidence it is ASB.
- Acknowledge that repeated incidents of noise, lifestyle clashes and nuisance can have a serious impact on a person's life. We may consider it

appropriate to take a tenancy management approach to remind customers of their responsibilities or take other preventative action. If the behaviour continues and we have evidence that it is ASB we may investigate in line with this policy.

- Signpost, refer and support external investigations and take necessary supporting action where the initial responsibility and power to lead an investigation lies with another service, such as the police or the local authority.
- Investigate noise nuisance where the noise is frequently excessive in volume and duration or occurs at unreasonable hours. It is reasonable to expect some level of noise from everyday life but if there is concern for someone's welfare, this should be reported to Futures.
- Carry out a risk assessment to assess the impact the ASB is having on the complainants and whether they are vulnerable and have any support needs. We will also use the risk assessment to help us prioritise cases.
- Manage customer expectations, to make sure we do not over-promise and create dissatisfaction. We will be clear about:
 - When an ASB case can and cannot be raised.
 - What constitutes ASB and what does not.
 - What proportionate action we can, will, and will not take.
 - What action other statutory agencies are responsible for taking to support the management and resolution of ASB.
 - Timescales for actions, updates and reviews of action plans.
- Work in partnership and consult with customers, the wider community, statutory agencies, local authorities, youth offending teams, community safety partnerships, support providers, community groups, registered providers, and other external agencies as needed to prevent, manage and resolve ASB in our communities and provide support to those with vulnerabilities.
- Use a range of preventative measures, early intervention, signposting to mediation services and legal action to prevent, manage and resolve ASB. This includes the full range of tools and powers available to us as outlined

in the ASB, Policing and Crime Act 2014. The methods used will be proportionate to the seriousness, impact and frequency of the behaviour, the level of risk that it poses to those affected, and the evidence available to support the case.

- Agree an action plan, frequency and methods of contact with the complainant and any witnesses to keep them informed of the actions we take. We will make them aware of information they need to collect, evidence or provide to us to support the investigation. We will contact them when we close a case, giving our reasons for doing so.
- Consider the possible vulnerability of both victims and perpetrators of ASB when deciding the actions appropriate to dealing with each case. We recognise that perpetrators may not be deliberately causing ASB and indeed may be victims themselves, in cases of county lines and cuckooing, for example. We will work with police, local authorities and other agencies providing support to vulnerable people to obtain the appropriate support and achieve positive outcomes for our customers, including making behavioural changes or safeguarding individuals.
- Consider target hardening and management transfers for those assessed at high risk, in line with the criteria outlined in our Tenancy, Home Choices & Domestic Abuse Policies.
- Close a case after investigation where appropriate action is taken and also where:
 - We consider all appropriate action has been taken in line with the action plan agreed with the customer.
 - There are no further reports for a period of 6 weeks (unless we have begun legal action or are gathering further evidence) or earlier if agreed with the person who complained.
 - The customer reporting the ASB fails to engage with us during the investigation.
 - We have evidence that the nature of the report is unreasonable or due to vindictive or malicious intentions. We may take action against

the complainants where we find complaints of ASB to be malicious, persistent or unfounded.

- No further action can be taken.
- Provide support and advice to complainants and witnesses of ASB and refer them to external agencies where appropriate. We will co-operate fully with the Community Trigger process to help resolve cases of ASB.
- Provide team members with training, clear guidance, policies and procedures so that they can deal effectively and confidently with cases of ASB, use the appropriate enforcement tools, and are aware of the wider issues associated with ASB, including hate crime, domestic abuse and safeguarding.
- Share information with third parties where we have an information sharing protocol in place, there are safeguarding concerns, or we have a duty to do so for the purpose of crime prevention under the provisions of the Crime and Disorder Act 1998.
- Measure outcomes and review customer feedback, to continually seek to improve our processes.

7. Customer Dissatisfaction

7.1 If customers are unhappy with the approach taken by Futures or the handling of ASB cases, we will refer them to our complaints policy.

7.2 Complaints received as part of the Community Trigger process will be dealt with by the local authority's Community Safety Team and in line with the relevant local policing process. It will not be dealt with via our complaints policy.

8. Review

8.1 We will review this policy every 3 years, unless there are changes in legislation that require an earlier review.

8.2 We will review procedures relating to it and staff training needs at regular intervals to make sure that it continues to operate best practice and that service improvements are made and implemented.

Antisocial Behaviour Policy Document Control							
Valid from	Valid to	Version	Status	Author	Owner	Approval	Description of Change
Sept 2020	Sept 2023	4	FINAL	Head of Neighbourhoods	As above	Co-Exec Sept 2020	Change terminology back to ASB. Minor tweaks to terminology & addition to include county lines.
Nov 2023	Nov 2026	5	FINAL	Housing Operations Manager	Director of Housing	Co-Exec Nov 2023	Full policy review: includes ASB categorisation, our approach & additions ref. Leaseholders and Hate Crime.
Sept 2026	Sept 2027	6	FINAL	Director of Communities	Director of Communities	Customer Exp Group Sept 2026	1 year extension, no changes
Distribution/ Confidentiality:				Groupwide – shared documents			
Other relevant documents:				Complaints Policy			
				Hate Crime Policy			
				ASB Procedure			
				ASB Toolkit			

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[Choices Policy](#)

[Domestic Abuse Policy](#)

[Safeguarding Policy](#)