



# Anti-Social Behaviour (ASB) Policy Statement

All social landlords in England and Wales are required to prepare and publish policies and procedure in relation to anti-social behaviour (s218a Anti-Social Behaviour Act 2003). The duty is threefold:

- To publish a policy statement
- To publish a statement of procedure, and
- To publish a summary of the policy and procedure.

Sadeh Lok is committed to ensuring we comply with this duty and that your scheme and neighbourhoods are safe and welcoming places to live.

Our ASB policy applies to all Sadeh Lok residents, including tenants, leaseholders and shared owners; we expect all to abide by the covenants of their tenancy agreements and/or leases with regards to their behaviour and that of their household members and visitors and refrain from engaging in anti-social behaviour.

## **WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)?**

The law defines anti-social behaviour as:

**“Conduct which is capable of causing nuisance or annoyance to any person, and which directly, or indirectly relates to, or affects the housing management function of a relevant landlord.”**

Generally, we take this to apply where the conduct causing nuisance is persistent, rather than a one off event.

Sadeh Lok recognises that ASB can take many forms including:

- Noise
- Pets
- Harassment
- Abuse
- Dumping of rubbish
- Abandoned vehicles
- Drug misuse
- Prostitution

Sadeh Lok will not tolerate ASB and will make every effort to tackle it in partnership with residents and with local and national agencies where appropriate, using the approaches of prevention, support and enforcement.

## **OUR APPROACH TO ASB**

Sadeh Lok will take a balanced approach to tackling ASB focusing on:

- Prevention
- Intervention
- Enforcement

## **PREVENTION**

Sadeh Lok understands the importance of preventing ASB before it starts and addressing it as soon as we can. Not only in terms of making our neighbourhoods safer places, but the added value and cost effectiveness that this has in preventing homelessness and avoiding potential costly and lengthy court cases.

## **INTERVENTION**

Where appropriate we will intervene to address issues of ASB. We assess each case individually to ensure that we are offering appropriate support to the victim and perpetrator.

## **ENFORCEMENT**

As a housing provider we take enforcement very seriously. Before taking any enforcement action we will thoroughly investigate the complaint made and gather all available evidence.

## **MULTI-AGENCY APPROACH**

Sadeh Lok will as appropriate engage and work with other agencies to explore and find solutions to more complex cases where specialist resources are needed.

## **IMPROVING OUR SERVICE**

Sadeh Lok regularly reviews reported ASB incidents as an aid to improving our service.

We also examine other cases, trends and lessons learnt by similar organisations to improve and develop our service.

## **YOUR NEIGHBOURHOOD OFFICER**

Neighbourhood Officers have a variety of skills and knowledge. Neighbourhood Officers are available to support, guide and advise residents regarding issues of anti-social behaviour.

However, it must be recognised that our officers have limited powers and therefore wherever possible and whenever needed we will work with other agencies as appropriate. This will include the Police, who must always be contacted in the case of criminal behaviour/incidents.

To obtain further information about Sadeh Lok's anti-social behaviour policy, please contact Sadeh Lok's Customer Service Team on 01484 435715, choosing menu option 1, or visit [www.sadehlok.co.uk](http://www.sadehlok.co.uk) to download copies of Sadeh Lok's ASB policy and helpful leaflets on ASB issues.