

Anti-Social Behaviour policy

Objective

The purpose of this policy is to set out the Charity's approach to anti-social behaviour (ASB) that affects the quality of life of residents or affects the management of the Charity's property, in the context of the Charity's aim to promote a safe and secure environment for its residents.

1. Introduction

The Charity is committed to working with its residents, their families, and other stakeholders to tackle ASB and create a culture of respect. It recognises it has a duty of care to every resident which will be uppermost in any action the Charity deems necessary to address ASB.

2. Definition

The Charity considers ASB to be behaviour capable of causing nuisance or annoyance and which directly or indirectly relates to or affects the Charity's housing management function.

That includes behaviour which can cause nuisance or annoyance to any of the following:

- Another Mabel Luke Place resident
- Visitors to Mabel Luke Place or who are engaged in lawful activity relating to the Charity
- A person representing the Charity, whether employed by it or a volunteer, acting wholly or partly in connection with its housing management functions

Residents are responsible for the behaviour of the other members of their household and for their visitors.

3. Policy

Residents are encouraged to report any behaviour they consider to be anti-social. Reports will be accepted in writing, by telephone or in person and will be treated as confidential as far as possible. Anonymous reports will be accepted but it might not be possible to take any action.

The Charity will investigate all such reports and will seek to resolve the issue, including through referral to an independent mediation service if this is appropriate.