

## **Anti-Social Behaviour Policy**

### **1. Aims and objectives**

1.1 The Charity aims to promote a safe and secure environment for its residents and will not tolerate anti-social behaviour (ASB) that affects the quality of life of residents or affects the management of The Charity's property.

1.2 The Charity is committed to working with its residents, their families and other stakeholders to tackle anti-social behaviour and create a culture of respect.

### **2. Definition**

The Charity considers anti-social behaviour to be:

2.1 Behaviour which is capable of causing nuisance or annoyance and which directly or indirectly relates to or affects The Charity's housing management function

2.2 That includes behaviour which is capable of causing nuisance or annoyance to any of the following:

- Another Mabel Luke Place resident
- Visitors to The Charity's property or who is engaged in lawful activity in or in the locality of The Charity's property
- A person employed by The Charity wholly or partly in connection with its housing management functions

### **3. Policy**

3.1 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.

3.2 The Charity will investigate such reports and will seek to resolve the issue.

3.3 Anonymous reports will be accepted but it might not be possible to take any action.

3.4 The Charity will refer the matter to an independent mediation service if this is appropriate.

# The Charity of Mrs Mabel Luke

Charity Commission Reg. no: 236518

Registered Provider no: 4840

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

3.6 The Charity will take appropriate action to prevent or stop anti-social behaviour. In the last resort, this could mean the residents' appointment is set aside and The Charity will take possession of the flat.

3.7 The Charity will take legal advice when necessary.