

Affinity Anti -Social Behaviour Policy

Affinity operate a zero-tolerance policy on Anti-Social Behaviour in the properties that we manage. We are committed to providing and maintaining a safe and harmonious environment for all to live.

The Crime and Disorder Act 2014 defines **anti-social behaviour** as acting in a manner that has "caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household".

If any occupiers/tenants have witnessed or are victims of anti-social behaviour, Affinity's policy in dealing with such reports is as follows;

1. Affinity will accept complaints of ASB in writing, via email or on select occasions, verbally.
2. The complainant must be able to provide certain evidence to support any such report. It is therefore a good idea to keep a diary record of incidents, police crime ref numbers and any other material evidence.
3. Affinity will investigate the nature of the complaint and its accuracy within 14 days. Where possible we will identify the basis of the complaint and its implication in relation to the property and the tenants/occupiers. If the complaint is considered reasonable and not false or malicious the complaint will be recorded.
4. Dependent on the nature of the complaint, the tenants/occupiers will be contacted as soon as possible either in person, via post or email. Where the tenants/occupiers do not speak English as a primary language more time will be given to allow the tenant/occupier sufficient opportunity to make an interpreter available.
5. If the matter relates to criminal behaviour or a matter for social services; the relevant body will be contacted and informed of the incident as soon as at least substantial suspicion can be verified.
6. Upon receipt of the notification the tenants/occupiers have 7 days to acknowledge the complaint and respond to Affinity accordingly. Representation will be accepted in written letter, email or on occasions in person with a written statement documented at the time. We will also accept representation from suitable professional parties if the tenant is unable to represent themselves.
7. On receipt of representation Affinity will consider potential solutions to the problem;

If the tenant/occupier accepts the issue occurred and will ensure that no further issues will arise then the matter may be closed and the incidence recorded on file. No further action will be undertaken unless the matter resumes and then the escalated procedure will be observed.

Escalated Procedure:

- If the nature of anti-social behaviour is sufficiently serious the relevant authorities will be contacted. This may include the police, council and social services.
- Affinity may take the decision to issue the tenant/occupier with a formal warning letter at which point the local authority (if applicable) as well as the landlord will be notified. This formal warning letter will advise the tenant/occupier on what is expected from them to remedy any breach and what is expected moving forward.

If the matter breaches any condition of an offer of local authority temporary accommodation then such behaviour shall immediately be reported to the relevant department of the local authority who in turn will instigate their own management investigations and advise of their outcome. This could result in a discharge of the local authority's duty to house you.

- Affinity/the landlord may decide not to renew tenancies for tenants who have breached the level of social behaviour required by a tenant.

- In the cases of Assured Shorthold tenancies, the landlord can exercise the right to seek to evict the tenant. This is likely to cause difficulties in securing a tenancy elsewhere in the future.

8. If Affinity decide that the complaint is **not** reasonable or that it is believed to be false.

- Affinity will send a letter to the complainant, which sets out the reason(s) for not upholding the complaint, and give the complainant the opportunity to make representations and/or submit further evidence to support their complaint.

- Affinity will justify and explain the reasons for not upholding a complaint in writing. This letter will be held on record for the duration of the tenancy/lease/license and will be used as evidence to justify such action(s).

9. Affinity **will** escalate persistent breaches of anti-social behaviour and document our actions.

10. As the case proceeds the complainant and relevant parties will be advised by Affinity of the progression of the case and the steps undertaken to resolve the matter. This process will continue until the behaviour ceases or tenancy/occupation is terminated.

11. Data Protection will be observed at all times and both the Affinity CCTV and Privacy Policy's (available to view on website www.affinity-lettings.co.uk) will be adhered to.

12. Affinity will at all times work within the framework of the law and will co-operate with any relevant authorities that have a genuine interest in the case until resolution; including the council, police and neighbours.

Do not put your present and future housing at risk. Behave to expected social standards.

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