



Policy Statement on Anti-Social Behaviour – (*This Policy is under review*)

This document is provided for the information of all customers in the areas in which we provide housing.

The document sets out:-

- What behaviour the Association considers to be anti-social.
- The obligations of the customer.
- How you can complain to us about unacceptable behaviour by neighbours, or neighbour's children or visitors to the household.
- How the Association will deal with and investigate such complaints, including the sharing of information and legal action where necessary.
- How the Association will support complainants.
- What action may be taken by the Association where complaints are found to be justified.

Definition

For the purposes of the duties imposed by Section 218A of the Housing Act 1996, Anti-Social Behaviour is any conduct to which sections 153A(1) and 153B(2) of the 1996 Act apply. These sections apply to:

- *'conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord';* or
- *'conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose'. Harrogate Housing Association Limited*



Behaviour falling within the definition of Anti-Social includes:-

- noise nuisance;
- intimidation or harassment;
- the fouling of public areas;
- aggressive and threatening language or behaviour;
- actual violence against people and property; including ball games where a ball is repeatedly kicked or knocked against a wall or fence;
- behaviour that targets members of identified groups because of their perceived differences;
- Using your home to sell drugs, or for other unlawful purposes.

Obligations of Customers

Every customer is responsible for the behaviour of people who live with or visit them, inside and outside their home and in the neighbourhood. The following extracts from our Tenancy Agreement are from the section headed '*Tenant's Obligations*' and make clear our expectations of customers, their families friends and visitors

. Use of Premises

(4) To use the Premises for residential purposes as the Tenant's only or principal home and not to operate any business at the Premises that might cause a nuisance or annoyance to other persons in the neighbourhood.

Nuisance

(5) Neither to cause, nor to allow members of his or her household or visitors to cause, a nuisance or annoyance to other persons in the neighbourhood or to any tenant, agent, employee or contractor of the Association

Racial and other harassment

(6) Neither to commit, nor to allow members of his or her household or invited visitors to commit, any harassment, or threat of harassment, on the grounds of race, colour, religion, sex, sexual orientation or disability



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