



Zero tolerance policy

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for you – for your community – not for profit

Two Rivers Housing Zero Tolerance Policy

1. Statement of Intent

- 1.1 Two Rivers Housing is committed to encouraging good tenancy relations and equal opportunities between its tenants and for all members of the local community TRH also seeks to ensure that its staff and contractors who are representing TRH are safe and protected.
- 1.2 Two Rivers Housing intends to meet the aims of this policy by enforcing the relevant terms and conditions of its tenancy agreement, which states that each tenant is:

“responsible for the conduct of all people (including children) living in or visiting your home, not to harass, threaten or use violence towards any of our employees, contractors or agents”
- 1.3 If the perpetrator is not a tenant of Two Rivers Housing and harasses, threatens or uses violence towards any of our employees, contractors or agents we will take the appropriate legal action.
- 1.4 Two Rivers Housing intends that any behaviour as described in 1.2 and 1.3 should not take place in the home, in the locality of the home or at it's offices. The behaviour will not be acceptable at any time.

2. Zero Tolerance

- 2.1 Two Rivers Housing will not tolerate threats or violence against a member of staff or our partners. We will work with the police and other agencies to use existing legal remedies against any person using or threatening violence.
- 2.2 If that person is a tenant, there are specific powers in the Conditions of Tenancy to deal with threats or violence against employees of Two Rivers Housing or its contractors. Where such behaviour can be proved to the satisfaction of the County Court then an injunction and/or possession order will be obtained which could lead to the tenant being evicted, either straight away or if the behaviour re-occurs.
- 2.3 Two Rivers Housing will ensure that perpetrators of threats, intimidation or violence against staff will be prosecuted and action will be taken against them under the terms of their

- 3 tenancy agreement, where applicable, and under the relevant civil or criminal legislation.
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- 5 That anyone abusing Two Rivers Housing staff through online sources such as e-mail, websites, forums or social networking will be dealt with under the terms of their tenancy agreement or through relevant civil or criminal legislation.
- 6 Injunctions will be obtained where necessary, banning the person from contacting the officer threatened and/or banning them from the office or a specific area.
- 7 that Health and Safety risk assessments are undertaken by the line manager and/or the team dealing with anti social behaviour, as it is recognised that the management of anti social behaviour can pose an additional risk to staff.
- 8 that staff report all incidents of verbal abuse, threats and assaults and appropriate action will be taken by line managers and/or the team dealing with anti social behaviour.

3. Implementation

- 3.1 The Director of Customer Services of Two Rivers Housing is responsible for ensuring that this policy is communicated and implemented.
- 3.2 It is the responsibility of all of Two Rivers Housing's employees to ensure that their work is carried out in line with this policy.
- 3.3 Two Rivers Housing will ensure that it trains all of its employees so that they fully understand this policy and the procedures attached to it.
- 3.4 Two Rivers Housing will ensure that this policy is implemented in accordance with TRH's Equalities and Diversity Policy.

4. Monitoring

- 4.1 The Director of Customer Services of Two Rivers Housing is responsible for monitoring this policy to ensure that it is correctly applied.
- 4.2 Two Rivers Housing will regularly analyse the information that is held on its records to ensure that actions that have been taken are reasonable and consistent and in line with the policy.

5. Review

- 5.1 The Director of Customer Services will be responsible for ensuring that reviews of this policy are carried out.

- 5.2 Two Rivers Housing will undertake a review of this policy whenever there are relevant changes to legislation, case law or good practice that may impact on it.
- 5.3 In the absence of any other trigger for a review, the policy will be reviewed at three yearly intervals or such other period as the Two Rivers Housing Board may from time to time determine.