

# **Anti-Social Behaviour and Hate Crime Policy**

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## **Easy Read anti-social behaviour (ASB) policy**

- Everyone has the right to feel safe in their own homes and neighbourhoods.
- Tenants are at risk of losing their homes if they engage in anti-social behaviour (ASB).
- We will take a person-centred approach to support our tenants and families who are affected by ASB.
- We will work with colleagues, tenants, residents and partner agencies to deal with anti-social behaviour by taking a person-focussed approach.
- Our Neighbourhoods Team (Neighbourhood Managers) are responsible for dealing with more straightforward ASB and tenancy breaches with the aim of preventing problems from escalating and becoming worse.
- Our Safer Neighbourhoods Team are responsible for dealing with more high level and complex anti-social behaviour.
- Anti-Social Behaviour and Hate Crime are defined by law. You can find these definitions in section 4 of the full policy.
- There are several tenancy agreement clauses which prohibit ASB and nuisance behaviour. You can find these in Appendix 1 of this policy.
- We categorise ASB based on the impact it is having on people and the risk of harm occurring. This will determine what action we take and the timescales in which we do this. We will use a risk assessment to do this.
- We will acknowledge an ASB report and contact the complainant within a maximum of 5 working days (unless an emergency). The timescale or type of contact will be based on the individual circumstances and impact on the tenant or their family.
- We will agree an action plan with complainants on a case-by-case basis. This will include agreed timescales for regular contact.
- We rely on evidence to substantiate reports of ASB and to be able to take action to resolve it.
- We will consider a range of legal and non-legal tools and powers when dealing with ASB.

- Once cases are resolved and closed, we will ask for feedback so that we can continually improve our service.
- Complainants who are unhappy with their how their case is being handled, or the outcome of their case, can request an internal case review by the Head of Safer Neighbourhoods, submit a formal complaint, and explore the ASB Case Review process.

## **1. Introduction**

- 1.1 Everyone has the right to feel safe in their own homes and neighbourhoods. We recognise that there is a wide range of unacceptable activity or behaviours that can negatively impact the lives of many people, often on a daily basis. This can leave those affected feeling helpless, desperate and with a seriously reduced quality of life.
- 1.2 At Two Rivers Housing, we want our neighbourhoods to be and feel like safe places where people love to live. We aim to promote a safe and secure home and environment for all our tenants and their families through working in partnership with other statutory agencies to prevent and tackle anti-social behaviour (ASB) and any form of harassment. We work across diverse communities and are committed to working with our tenants and their families to help address anti-social behaviour, harassment, nuisance and crime.
- 1.3 We are committed to delivering a great customer experience for our tenants, working with and alongside them to help stop ASB and hate incidents or crime, and create a culture of respect. We will work in partnership with key stakeholders to deliver these core commitments.
- 1.4 Our relationship with our tenants goes two ways with responsibilities on both sides. We ask tenants to take responsibility, with our support if needed, for looking after their home and respecting their neighbours, and their community. Sometimes we need to assist, aiming to provide the right level of support to help tenants to tackle issues themselves wherever possible. We aim to resolve instances through prevention and early intervention so stop escalation. When things escalate or are of a serious nature we will consider enforcement action where all other options have been exhausted, its deemed necessary and appropriate having investigated and assessed the evidence available.
- 1.5 Our Anti-Social Behaviour (ASB) and Hate Crime Policy sets out how we will work with our tenants, communities and partner agencies to:
  - Prevent and minimise ASB and hate incidents or crime experienced by our tenants
  - Ensure we take a person-centered and robust approach tackling ASB and Hate incidents or crime
  - Ensure tenants are clear about what actions we can and will take where tenants are subjected to ASB or hate incidents or crime
  - Consider vulnerabilities of both victims and perpetrators of ASB or hate incidents or crime when deciding intervention actions appropriate to dealing with each case.
  - Ensure tenants feel supported by Two Rivers (and partners) where they may be subjected to ASB or hate incidents or crime
  - Ensure all tenants are treated in a fair and equitable manner. We will work in partnership with communities and local organisations to ensure we tackle

discrimination, promote equal rights and treat our customers according to their individual household needs.

## **2. Policy Statement**

- 2.1 Two Rivers is committed to responsible neighbourhood management. We recognise that anti-social behaviour, including hate crime, can have a significant and disruptive impact on our tenants, families and communities. It is a priority for us that our tenants feel safe and secure in their home.
- 2.2 We will work with colleagues, tenants, neighbourhoods and partner agencies to prevent and tackle anti-social behaviour and hate incidents or crime by taking a preventative, proactive and person-centred approach.
- 2.3 Our Neighbourhoods Team (Neighbourhood Managers) are responsible for dealing with more straightforward ASB and tenancy breaches with the aim of preventing problems from escalating and becoming worse.
- 2.5 Our Safer Neighbourhoods Team are responsible for dealing with more high level and complex neighbourhood safety issues and anti-social behaviour. They will provide advice and support to colleagues to enable them to support tenants subjected to or causing ASB and hate incidents or crime. They will undertake legal action where necessary and proportionate, and where non legal remedies have not been successful.

## **3. Policy Scope**

- 3.1 This Policy defines what anti-social behaviour and hate crime are, in accordance with the legal definition.
- 3.2 This policy sets out:
- How we will work with and support complainants, victims and perpetrators of anti-social behaviour
  - How we will assess and investigate reports of anti-social behaviour
  - Our service standards, and expectations that complainants and victims can have of Two Rivers when we are dealing with a case of ASB or hate incidents or crime
  - How we will work with partner agencies, including sharing of information
  - The tools and powers we will use to tackle anti-social behaviour
  - How we will work to try to prevent anti-social behaviour occurring
- 3.4 Any reference to anti-social behaviour (ASB) in this policy should be taken to include hate crime too.

- 3.3 This policy applies to all Two Rivers Housing tenants , their household members and visitors. This includes general needs and Home Plus accommodation, temporary accommodation, shared owners, and leaseholders. The procedures outlined in the policy apply to reports of ASB or hate incidents or crime affecting or caused by our tenants, their family, household members and visitors, including children.
- 3.4 Any reference to ‘we’, ‘our’ or ‘us’ in this policy refers to Two Rivers Housing.
- 3.5 The words ‘complainant’ and ‘victim’ are used interchangeably in this policy.
- 3.6 This policy should be read alongside other relevant policies, including:
- Neighbourhood Management Policy,
  - Safeguarding Policy,
  - Domestic Abuse Policy,
  - Reasonable Adjustments Policy,
  - Complaints Policy,
  - Privacy Notice.
- 3.7 We have separate policies for domestic abuse and for safeguarding but recognise that some reports of noise nuisance, disturbances of ASB and hate incidents or crime could be an indicator of potential domestic abuse or safeguarding issues. We will ensure that any potential indicators are actively considered as part of our ASB and hate incidents or crime investigations and raise alerts in line with our domestic abuse and safeguarding policies.
- 3.8 Two Rivers has a legal duty under section 218A of the Housing Act 1996 to publish an anti-social behaviour policy and procedures. Relevant regulation and legislation that shape our ASB and Hate Crime policy and procedures includes, but is not limited to, the:
- Regulator of Social Housing Neighbourhood and Community Standard
  - Housing Ombudsman Service ASB Expectations
  - Housing Acts 1985 and 1996
  - The Crime and Disorder Act 1998
  - Human Rights Act 1998
  - Equality Act 2010
  - Anti-social Behaviour, Crime and Policing Act 2014
  - Data Protection Act 2018

#### **4. What is Anti-Social Behaviour and Hate Crime?**

4.1 **Anti-social behaviour** is defined by the Anti-Social Behaviour, Crime and Policing Act 2014 as:

- a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- c) conduct capable of causing housing-related nuisance or annoyance to any person

“housing-related” means directly or indirectly relating to the housing management functions of a housing provider or local authority. As part of this policy, this means the delivery of housing related services by Two Rivers Housing.

4.2 **Hate Crime** is defined by the Police and Crown Prosecution Service as:

"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

4.3 We will use this definition when addressing reports of hate-related ASB.

4.4 We encourage all tenants to respect each other lifestyles and be mindful of how their lifestyle may affect their neighbours and others living in their neighbourhood. Two Rivers' tenancy agreements clearly state tenants' responsibilities relating to anti-social behaviour, including:

- Nuisance and anti-social behaviour
- Drugs
- Noise
- Harassment
- Pets

4.5 More detailed information can be found in **Appendix 1** of this policy.

4.6 **Examples of anti-social behaviour** include, but are not limited to:

- Criminal offences and criminal behaviour, whether convicted or not
- Illegal drug use or possession, including use or possession of cannabis

- Violence and threats of violence
- Hate crimes and incidents
- Threatening or intimidating behaviour
- Harassment
- Ongoing verbal abuse
- Persistent loud music or noise nuisance
- Vandalism and criminal damage
- Dangerous or potentially dangerous dogs
- Domestic abuse and violence - we have a separate, specific policy for dealing with this.

This is not a definitive list, and reports will be assessed on a case-by-case basis.

- 4.7 We will not necessarily become involved in all disputes between neighbours. We recognise that sometimes lifestyles clash but are not considered a breach of tenancy or lease. In certain circumstances no action will be required, and we will explain the reasons for this. When assessing these instances, we will assess individual circumstances and impact.

## **5. How will we Prevent ASB, and promote safer neighbourhoods**

- 5.1 Two Rivers Housing will try and prevent anti-social behaviour from occurring in our communities. Our safer neighbourhoods approach means we:

- Through our approach to localised neighbourhood management, being visible in our communities and getting to know tenants to build trust. This encourages reporting and sharing information.
- Carry out proactive courtesy visits to tenants on a routine basis to build relationships with tenants and understand if there are any issues where tenants may need our support or intervention. This may identify problems with ASB and hate incidents or crime before they escalate.
- Carry out background checks on prospective tenants where a history of ASB and hate incidents or crime, or nuisance behaviour has been disclosed on their housing application.
- Make sure that all new tenants are made fully aware of their rights and responsibilities in relation to anti-social behaviour. This includes setting out what help and support we can offer if tenants find themselves subjected to ASB and hate incidents or crime, and also highlighting the impact of engaging in ASB and hate

incidents or criminal behaviour, which could lead to tenants being at risk of losing their home.

- Carry out estate inspections on a regular basis. These help us to review any issues in our neighbourhoods, maintain safety in shared spaces, and identify environmental improvements that can help make our neighbourhoods safer.
- Work with tenants at the earliest opportunity where they may need support to resolve issues. This can include referrals for support (where tenants consent) for those who may be vulnerable, have additional needs or require reasonable adjustments.
- Share information with partner agencies such as the Police, Safeguarding partners and any other relevant agency in order to meet our legal obligations to tackle and prevent anti-social behaviour.
- Consider local or sensitive lettings plans for areas which have been affected by significant anti-social behaviour, in line with our Allocations Policy.
- Take an active role in local community safety partnerships and other local multi-agency groups and partnership work to prevent incidents and reoccurrence of anti-social behaviour.
- Work in a strengths-based way, to work with communities to make our neighbourhoods stronger and safer.
- Where possible recommend and incorporate ‘Secure by Design’ and ‘Crime Prevention Through Environmental Design (CPTED)’ standards on our new and regeneration schemes.
- Where incidents of ASB and hate incidents or crime have occurred we recognise that early intervention and promoting swift action to prevent issues from escalating is key. We will use a range of preventative actions to achieve this.
- Providing training to colleagues on Equity, Diversity and Inclusion and developing and inclusive culture with Two Rivers where ‘hate’ is not tolerated.

## **7. How to report Anti-Social Behaviour**

7.1 We want to ensure our services to be as accessible as possible for all tenants.

7.2 Tenants affected by ASB and hate incidents or crime, or anyone affected by ASB or hate incidents or crime from one of our tenants, can report it to us in the following ways:

- **In person at our office** - our address is Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS. See [How to find us](#)

Our opening hours are 8.30am - 5.00pm Monday – Friday, but on a Thursday, we open later at 10.30am. Our office is closed on public holidays.

- **By post** - at the address above
- **By email** - [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)
- **By phone** - Freephone: 0800 316 0897

When the office is closed, calls will be transferred to our 24/7 out-of-hours service.

Please note all calls may be recorded for training and/or monitoring purposes.

- 7.3 **If someone is being hurt or is at risk of immediate harm, tenants should always call the emergency services on 999 in an emergency or 101 for non-immediate assistance.** Two Rivers are not a first-responder organisation and cannot act as such.

## **8. Person-centred approach to dealing with Anti-Social Behaviour**

- 8.1 Following our tenants' feedback, we no longer categorise ASB response times based solely on the type of behaviour reported. Instead, we focus on the impact that reported ASB or hate incidents or crime is having on victims and complainants.

- 8.2 We will adopt a harm-based approach. This will include a combination of professional judgement and our ASB risk assessment framework that takes account of the tenants' and their families circumstances, to assess the impact of ASB and hate incidents or crime.

- 8.3 This allows us to:

- provide a more person-focussed, tailored response in every case
- assess the risk of harm and impact more accurately and tailor response times accordingly
- support victims of ASB and hate incidents or crime, more comprehensively
- assess any vulnerabilities that victims, complainants and perpetrators might have, and any reasonable adjustments necessary
- assess next steps and create a more specific action plan with the person reporting ASB and hate incidents or crime, including reasonable timescales

## **9. How will we respond to reports of Anti-Social Behaviour**

- 9.1 When we first receive a report of ASB and hate incidents or crime we'll take details of what happened which will include:
- Severity of the incident
  - Duration
  - Time of day
  - Intentionality
  - Frequency
  - Impact on tenant, family or others
  - History of previous incident
  - Are there any household needs that would require reasonable adjustments?
- 9.2 Following a report of ASB we will record the report on our case management system.
- 9.3 We will make an interim risk assessment of the behaviour based on the initial information provided and decide how it needs to be responded to, and whether a response needs to be urgent (within one working day) or standard (within 5 working days). This initial assessment will include confirming whether the ASB reported is going to be dealt with by the Safer Neighbourhoods Team, or by a Neighbourhood Manager.
- 9.4 We will contact the person who reported ASB no longer than **five working days** from their initial report being received by us. We will usually try to arrange a visit so we can discuss concerns face to face. We will gather more information on the nature of the ASB being reported, and the impact it is having on the victim or complainant. We will use the information to complete an ASB risk assessment to help us to assess appropriate action and support required for the tenant and their family. We will agree an action plan with the complainant.
- 9.7 Each action plan is specific to the individual tenant and takes into account the impact it is having on them and their family. As part of the action plan, we will also agree:
- Frequency and preferred method of contact
  - The method of reporting for complainants
  - Action we will take
  - Support required from Two Rivers or referrals to be made to other agencies
  - Action plan review dates
  - Frequency of case review and risk assessment
  - Any reasonable adjustments

- 9.8 We will follow this up in writing, confirming the action plan that was agreed.
- 9.9 If a report is not classed as Anti-Social Behaviour, we will clearly explain why and make every effort to refer the complainant to the relevant internal or external team that can assist.
- 9.10 We will record all contact, action plan and evidence provided on our housing management system.
- 9.11 We will provide colleagues with training, clear guidance, and procedures so that they can most effectively deal with reports of ASB and hate incidents or crime, use the appropriate tools and legal routes and are aware of the wider issues associated with ASB, including hate crime and safeguarding.

## **10. Working together to investigate anti-social behaviour and hate incidents or crime**

- 10.1 It is essential to take a joined-up approach when investigating anti-social behaviour and hate incidents or crime. This is important in several ways:
- To address wider patterns of behaviour, and the impact of it, rather than only dealing with individual incidents as they occur
  - To work proactively with victims and complainants to gather information, keep them safe, and keep them informed of case progress
  - To work with perpetrators to address and resolve unacceptable behaviour where possible
  - To work with partner agencies to share information and take joined up approach to take action to keep our neighbourhoods safe
  - Provide the right support tailored to individual needs

## **11. Working with complainants and victims**

- 11.1 Two Rivers will work with complainants and victims to gather evidence so that we can assess the appropriate and proportionate action to take against perpetrators of ASB and hate incidents or crime, and to protect and support victims.
- 11.2 We will ask that complainants and victims will provide evidence throughout an ASB case, to help us to be able to take action to deal with the ASB and hate incidents or crime. This could be by completing incident diaries or by another agreed method of reporting. We will discuss this as part of the action plan and agree the best method of gathering evidence and what support may be needed to do this. If we are unable to

gather evidence of the behaviour and the impact, we may not be able to progress the matter.

- 11.3 We will be clear about the tools and powers available to deal with the ASB and hate incidents or crime reported. This will be reviewed throughout the duration of the case, and we will explain what evidence is needed to take the necessary and appropriate action.
- 11.4 We are conscious that in some cases, complainants and victims fear repercussions. Anonymous reports of ASB are difficult to investigate, especially as we are unable to contact anonymous complainants for more information and to assess the ongoing impact of the behaviour reported or actions taken. We will maintain confidentiality in our ASB and hate incidents or crime cases and will discuss with complainants where there is a need for information from their report to be shared, before it is shared. We will risk assess in all cases and discuss with complainants the different options for keeping them safe and what support they may need.
- 11.5 We will be realistic with complainants about the action we are able to take, and we will explain the reasoning for this. We will keep complainants informed, using timescales agreed with them as part of their case action plan. We will let complainants know if there are any delays in progressing cases, and we will give clear explanations as to why.
- 11.6 We will be open and honest and share as much information as we can with complainants and victims. There may be some information in some cases that we are unable to share, for example information that is personal to the alleged perpetrator. If there is information that we are unable to share, we will explain why and we will offer assurances about how the case is progressing.
- 11.7 In all cases we can explore referrals to partner agencies to support complainants and victims, where they feel this would be helpful.

## **12. Working with perpetrators**

- 12.1 When ASB and hate incidents or crime is reported, it is necessary for us to conduct initial investigations and substantiate reports before contacting alleged perpetrators.
- 12.2 In each case, we will ensure alleged or actual perpetrators of anti-social behaviour are fully aware of the consequences of anti-social behaviour and hate incidents or crime. We expect perpetrators to work with us and be receptive to changing their behaviour if we have had a report of ASB and hate incidents or crime involving them.

12.3 In some cases the perpetrators of ASB and hate incidents or crime may be a household member or visitor of our tenant instead of the tenant themselves. In these cases, we will still expect the tenant to support us in resolving the problem and to work with us to help resolve any ASB occurring. In these cases, we will ask the tenant what support they may need from Two Rivers to help.

12.4 We will set clear expectations with clear timescales and will monitor behaviour on a regular basis in line with the case action plan. In all cases we can explore referrals to partner agencies to support perpetrators with changing their behaviour.

### **13. Working with people with vulnerabilities, and making reasonable adjustments**

13.1 We are committed to ensuring people have equal access to our services whatever their circumstances and one of the ways we do this is through reasonable adjustments to remove barriers or reduce any disadvantage.

13.2 In addition to above we recognise that some complainants, victims or perpetrators may have specific needs that means they may require additional support to resolve ASB and hate incidents or crime. This could, but is not limited to, people with:

- Any form of disability or vulnerability
- Neurodiversity
- Drug or alcohol issues
- Health or mental health issues
- Children at risk
- Experience of living in care

13.3 In our approach to make reasonable adjustments we will work with victims, complainants, witnesses and perpetrators who have vulnerabilities or additional needs, to gather relevant information that might help us to work with them. We may work with support workers, advocates, family members, or other professionals with a disclosure authority to ensure a person-centred approach to resolving ASB.

13.4 Where a perpetrator of ASB has such vulnerability, while this will not be a barrier to taking enforcement action when necessary, we will try and ensure that they have access to support to help address any unacceptable behaviour. Taking enforcement action when necessary and proportionate to the ASB and hate incidents or crime occurring.

### **14. Working with partner agencies**

- 14.1 multi-agency working is vital for a successful response to anti-social behaviour and hate incidents or crime. We will use a case conferencing approach with our internal teams and work closely with partner agencies to share information, assess risk, offer support to victims (and perpetrators where necessary) and progress cases as proactively as possible. We commit to professionally challenging both ourselves and partner agencies where we feel that we could be working together better or achieving better outcomes.
- 14.2 Many tools and powers for resolving ASB and hate incidents or crime sit with our partner agencies. We will work proactively with partner agencies to take joined-up action and avoid duplication of work and encourage the use of their powers where the powers we have are not appropriate, proportionate or achievable. There is more information on ASB resolutions in the 'Resolving ASB - tools and Powers' section of this policy.

## **15 Information sharing**

- 15.1 To be able to prevent, investigate and resolve ASB and hate incidents or crime adequately, it is essential that we share information with partner agencies. This is a legal requirement placed on Two Rivers and other 'relevant authorities' through the Crime and Disorder Act 1998.
- 15.2 Throughout cases we will maintain appropriate confidentiality and act in accordance with the UK General Data Protection Regulations and any information sharing protocols we have in place.
- 15.3 It is important to understand that in certain circumstances confidentiality is overridden by legal obligations to share information, for example for the prevention or detection of crime, and for safeguarding purposes.

## **16. Resolving ASB – tools and powers**

- 16.1 Each case of ASB is different, and how we deal with it will depend on the specific circumstances. We will consider the most appropriate tools to use, taking into account the risk and impact ASB and hate incidents or crime is having on victims, complainants, the wider community and our housing management functions.
- 16.2 Two Rivers recognises that there will inevitably be cases where conciliation, mediation and working with other agencies may not be successful, and in such circumstances, where sufficient evidence is available, enforcement action will be pursued in partnership with other statutory agencies.

- 16.3 We may explore non-legal and legal remedies to resolve ASB according to the available evidence. Legal action will be considered in cases of persistent ASB or in situations that present an immediate risk to individuals or communities. Eviction is considered as a last resort where other options have not been successful. Some of the tools and powers we may use are:
- Acceptable Behaviour Agreements or Contracts
  - Good Neighbour Agreements
  - Mediation or Restorative Justice
  - Anti-Social Behaviour Injunctions
  - Serving Notice of Seeking Possession
  - Possession proceedings (evictions)
- 16.4 We may also work with partner agencies, such as the Police and Local Authorities, to support use of powers available to them, including but not limited to:
- Criminal investigations
  - Closure Notices and Orders
  - Criminal Behaviour Orders
  - Community Protection Warnings and Notices
  - Public Spaces Protection Orders
- 16.5 Legal actions will be approved by the Head of Safer Neighbourhoods before any application is made to the Courts.
- 16.6 Possession proceedings will be signed off by a Director before any application is made to the Court.
- 16.7 Where a legal order such as an ASB injunction has been put in place, the ASB case will remain open for the duration of that order and an updated action plan will be developed with complainants once the order has been served on the perpetrator.

## **17. Moving house**

- 17.1 In very serious cases, and where there is supporting evidence from statutory agencies such as the Police, we may consider whether a managed move is appropriate for the victim where there is a risk of harm. This could be through an internal managed move

process or providing housing options advice in line with our Allocations and Neighbourhood Management Policy.

- 17.2 Where perpetrators of ASB and hate incidents or crime are evicted or leave Two Rivers housing voluntarily, we will information share with partner agencies to try and limit further impact on communities.

## **18. Closing cases**

- 18.1 Once ASB and hate incidents or crime is resolved, cases will be closed. This will usually be in agreement with victims and complainants. We will contact complainants to discuss closing the case, do a final review with them and will follow this up with a closure letter. We will ask victims and complainants for feedback which will help to continually improve our service.
- 18.2 If complainants feel they need additional support after a case is closed, we can explore referrals to partner agencies with them.
- 18.3 If problems reoccur in future, we can reopen cases.

## **19. Making a complaint about service**

- 19.1 If any party in an ASB and hate incidents or crime case is not happy with the service Two Rivers provides; they can request any of the following:
- 19.2 **Internal case review** – this is a first step in reviewing a case and may be conducted by the Head of Safer Neighbourhoods or by an independent ASB specialist. The case will be reviewed within a timescale agreed with the complainant, and we will provide feedback on the case as well as recommending or confirming next steps.
- 19.3 **Formal Complaint** – through our Complaints, Comments and Compliments Policy process. More information is on our website [Complaints - Two Rivers Housing - page 1](#)
- 19.4 A complaint can be made to the Housing Ombudsman Service for investigation if tenants have completed Two Rivers' complaint process and the issues have not been resolved. The Housing Ombudsman has an online complaints form which you can access here:  
[Online complaint form | Housing Ombudsman Service](#)
- 19.5 These fact sheets from the Housing Ombudsman may be useful:  
[Antisocial behaviour | Fact sheet | Housing Ombudsman](#)  
[Antisocial Behaviour \(ASB\) expectations - Housing Ombudsman](#)

19.6 **ASB Case Review** – Two Rivers will actively engage in the statutory [ASB case review](#) process. Case review requests should be made to the relevant local authority:

[Gloucestershire ASB Case Review](#) process:

You can apply online here [Request an ASB Case Review | Gloucestershire Constabulary](#)

You can also apply via [email](#) or by phone on 01452 754601.

If you prefer to complete a form in writing, you can [print a form](#) and send it to:  
OPCC ASB Case Review team, No. 1 Waterwells, Waterwells Drive, Quedgeley,  
Gloucester GL2 2AN

[Herefordshire ASB Case Review](#) process:

Requests should be made to Herefordshire Council Community Safety Team at [communitysafety@herefordshire.gov.uk](mailto:communitysafety@herefordshire.gov.uk) or write to Herefordshire Community Safety Partnership, C/O Community Safety, Herefordshire Council, Plough Lane, PO Box 4, Hereford HR4 0XH

## **20. ASB Service Monitoring and Review**

20.1 ASB and hate incidents or crime case audits will be conducted randomly each month, to review the operational delivery of this policy.

20.2 The impact of this policy will be monitored through the following measures:

- Monitoring the volume and outcomes of Anti-Social Behaviour and hate incidents or crime cases monthly
- Monitoring tenant satisfaction measures
- Transaction tenant satisfaction surveys

## **Appendix 1 – tenancy clauses relating to ASB**

### **Nuisance and anti-social behaviour**

- a You are responsible for the conduct of all people (including children) living in or visiting your home, and you or any person living in or visiting your home must not do any of the following:
- cause a nuisance or annoyance to anyone in the locality;
  - harass, threaten, or use violence towards anyone in the locality; any of our employees, contractors or agents; or anyone living in or visiting your home; and
  - use or permit your home to be used for any criminal, immoral or illegal purpose.
- b We may take legal action to evict you if you or any other person (including children) living in or visiting your home;
- causes a nuisance or annoys anyone or behaves in an anti-social way;
  - is convicted of using your home for illegal purposes;
  - is convicted of an arrestable offence committed in your home or in the locality of your home;
  - does anything that could cause a danger to anyone in your home or in the locality;
  - commits an arrestable offence either in your home or in the locality of your home;
  - does anything that could cause a danger to anyone in your home or in the locality of your home; or
  - tampers with any fire fighting equipment, close circuit television equipment, door entry or alarm systems.

### **Drugs and drug dealing**

You, or any other person (including children) living or visiting your home must not use your home for the taking, supplying, or storage of drugs unless they are being stored for lawfully prescribed medical use.

### **Racial and other harassment**

You, or any other person (including children) living or visiting your home must not harass any other tenants or their visitors, our employees or contractors or any other person in the local area on the grounds of race, colour, religion, disability, age, sex, sexual orientation, appearance or mental or physical capacity.

### **Domestic violence**

You must not assault your husband or wife or partner or former husband or wife or partner or other family member whether they are living with you or not, and you must not harass them or use mental, emotional or sexual abuse that might be expected to cause anyone who lives with you to leave your home.

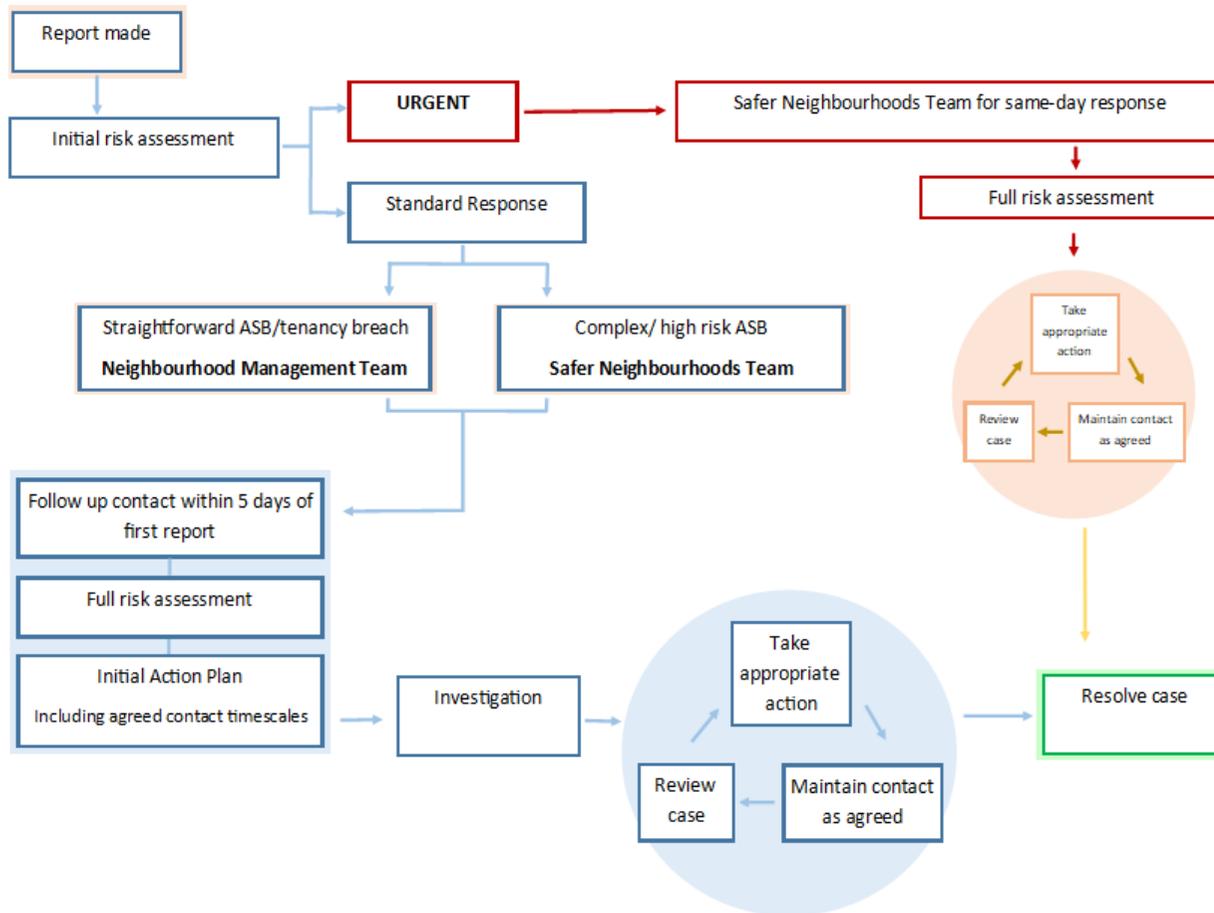
## **Noise**

You, or any other person (including children) living or visiting your home must not make an unreasonable amount of noise. You must not play any musical instrument, radio, television or other equipment so that it annoys your neighbours or other tenants or visitors in the local area.

## **Pets**

You must not keep, or allow anyone else to keep, any animal in your home if it causes or could cause a nuisance or disturbance to neighbours or others living in the vicinity or neighbourhood of your home or any other property or a flat in a block, including communal areas.

Appendix 2 - ASB case management flowchart



**Date:** November 2025  
**Author:** Head of Safer Neighbourhoods