

Policy for Dealing with Anti-Social Behaviour and Harassment.

What we mean by anti-social behaviour

“Behaviour that unreasonably interferes with other people’s rights to the use and enjoyment of their home and community.” (*Chartered Institute of Housing*)

This behaviour may be by residents, members of their household or their visitors which causes annoyance, nuisance, disturbance or fear to anyone else in the area.

The type of issues which can constitute anti-social behaviour can range from things like persistent loud noise and rubbish dumping, through to serious criminal activity like drug dealing, violence against people or property and racial intimidation or harassment.

What we mean by Harassment

Harassment may be defined as any repeated and unwanted action or practice to one or more people that causes humiliation, offence or distress.

We recognise that harassment exists in our Society in many forms and in relation to various grounds. In the day-to-day management of our housing stock, in our employment practices and in our relations with other groups and organisations, we will attempt to confront and remove any view that any one individual or group is superior to another.

General policy statement

Quote from our mission statement:

“At CHADD we believe that every individual has a right to a home which is suitable for their specific needs..

..At all times we value other people and treat each other with respect.”

To put our mission into practice we want to make our projects peaceful, secure places to live, where people respect each others needs and choices and are tolerant of their differences, but where abuse, intimidation, harassment and other types of anti-social behaviour will not be tolerated.

What this means for CHADD

As a provider of Supported Housing CHADD recognises the need to be particularly aware of the many issues associated with anti-social behaviour in relation to our residents.

Our residents are vulnerable and may become “victims” of anti-social behaviour and harassment from neighbours or people in the wider community and may need extra support and protection when an issue arises.

The special needs of our residents can sometimes mean that their behaviour is perceived by others to be anti-social.

Supported housing residents may also (because of their particular condition) be extra sensitive to factors such as noise and therefore perceive the behaviour of others as unacceptable.

We believe that:-

- ⇒ Supported housing residents have the same rights as everyone else to live in, and be accepted by, the wider community
- ⇒ In taking action against any resident with support needs we must be aware and take into account their particular needs and condition
- ⇒ Our residents are vulnerable and may need extra support and protection when an issue arises.

What it means for our residents

Residents who live in supported housing need to know where the boundaries between acceptable and unacceptable behaviour lie.

Other residents both in CHADD properties and the local community have the right to “quiet enjoyment” of their homes.

By signing a tenancy or licence agreement any resident of a CHADD project undertakes not to cause or allow others in their property to cause nuisance or harassment to others.

CHADD’s licence agreement states:-

Nuisance and noise	10	Not to cause, or allow any visitors to your home to cause, a nuisance or annoyance to other residents, staff or neighbours, including for example playing of music or TV loudly and at unreasonable hours.
Harassment	11	Not to harass, or allow any visitors to your home to harass, anyone because of their race, skin colour,

religion, age, or sex or because they are gay, lesbian or disabled.

Threatening behaviour and violence

12 Not to attack or hurt anyone else in the property or use threatening or intimidating behaviour towards them, including staff and contractors.

Health & Safety	13 Not to do anything which could put at risk the health and safety of anyone in the property.
Illegal acts & breach of agreements & rules.	14 Not to commit, or allow any visitors to your home to commit, any act which is illegal or in breach of your licence or support agreement or the rules /expectations of the project, including possession and/or use of drugs and misuse of solvents.

CHADD's assured tenancy and assured shorthold agreement states:-

THE TENANT'S OBLIGATIONS

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 that may interfere with the peace and comfort of, or cause offence to, other persons in the neighbourhood or to any tenant, employee, agent or contractor of the Association.

Noise

(7) Neither to play, nor to allow to be played, any radio, television, record or tape recording or musical instrument so loudly that it causes a nuisance or annoyance to other persons in the neighbourhood. The Tenant is reminded that noise is likely to be a particularly sensitive issue between the hours of 11.00pm and 7.30am.

Pets

(8) Not to keep pets at the Premises without first getting the written consent of the Association.



Any consent given to the Tenant by the Association may have reasonable conditions attached to it which the Tenant must comply with. The Association can withdraw its consent on reasonable grounds by giving the Tenant one week's written notice

How CHADD will deal with anti-social behaviour and harassment.

- ⇒ We will make it easy to report incidents for residents of all levels of ability.
- ⇒ We will listen to and take all reports of anti-social behaviour seriously and deal with them promptly.
- ⇒ We will ensure confidentiality and get the complainants consent before speaking with the person alleged to be causing the problem or other agencies.
- ⇒ We will talk through the options for effective action with the complainant including the possible use of other services or agencies such as for example mediation.
- ⇒ We will carry out what actions we have agreed to promptly and keep the resident informed of progress.
- ⇒ We will take all reasonable steps to support and protect vulnerable victims and witnesses.
- ⇒ We will take legal action only when this is the most appropriate way to achieve the desired outcomes for victims, other residents and the association.
- ⇒ We will be prepared to use all the remedies available to us which are in line with our mission, values and ethos.
- ⇒ We will promote tolerance of different lifestyles, cultures and behaviours within our projects and between our projects and the community of which they are part.
- ⇒ We will work in partnership with other agencies, groups and individuals to prevent and combat anti-social behaviour and to help build inclusive communities.
- ⇒ We will have clear protocols and agreements for information sharing so that staff and residents are clear about what information might be shared, with whom and for what purposes.