

1. Policy Statement

- 1.1 The Regulatory Framework for Social Housing 2015 sets out in its 'Neighbourhood and Community standard' section a number of required outcomes which Registered Providers should aim to achieve in relation to ASB. This includes: working in partnership with other agencies to prevent and tackle ASB in the neighbourhoods where they own homes, publishing a policy on how they work with relevant partners to prevent and tackle ASB, communication with tenants, shared understanding of responsibilities with other agencies, preventative measures, decisive enforcement action, and support for victims and witnesses in relation to ASB.
- 1.2 Castles & Coasts Housing Association (**CCHA**) is committed to meeting regulatory and legislative standards within the following legal framework:
- ASB, Crime and Policing Act 2014
 - Equality Act 2010
 - The Protection from Harassment Act (PHA) 1997
 - Crime and Disorder Act 1998, as amended 2002
 - Housing Act 1996 S218A
 - Human Rights Act 1998
 - General Data Protection Regulations (GDPR) 2018
- 1.3 In line with the Regulatory and Legal Frameworks the purpose of this policy is to set out CCHA's approach for tackling ASB and Harassment. Section 218A of the Housing Act 1996 requires all social landlords to prepare and publish a statement of policy and procedures in relation to ASB. The statement will be made available to the public and kept under review. The policy statement supports CCHA's mission statement to provide sustainable communities and the key corporate objective of CCHA to deliver high quality services to residents and prospective residents.

2. Policy Aims

- 2.1 CCHA is committed to ensuring that where we have housing stock our residents may have quiet enjoyment of their homes free from being subjected to or under the threat of violence, nuisance or harassment.
- 2.2 CCHA's will strive to deal with ASB at the earliest possible stage, intervening early to take proportionate and timely action. This includes working directly with customers or signposting them to other agencies.
- 2.3 CCHA recognises that ASB can have a damaging effect on communities. Unmanaged this poses a risk to community sustainability, a risk to the well being of those involved and also a risk to the reputation of CCHA. CCHA will manage reports of ASB effectively in order to minimise these risks, and in line with our published Customer Service Standards.
- 2.4 The ASB, Crime and Policing Act 2014 defines ASB as:

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

2.5 CCHA will endeavour to:

- Demonstrate a commitment to preventing and tackling ASB
- Provide an accessible and accountable service
- Take timely and proportionate action to resolve issues
- Adopt a supportive approach to working with victims and witnesses
- Deal with complaints in the strictest confidence and in accordance with our legal obligations
- Encourage individual and community responsibility
- Have a clear focus on prevention and early intervention through partnership working with multiple agencies, including mediation
- Ensure that a value for money approach is embedded in our service, where possible utilising in house expertise in preparing and presenting legal cases.
- Commit to shaping our future services using feedback from customers.

2.6 CCHA will provide information which will give residents clear examples of where we may be able to take action and examples of reports where we will sign post customers to other agencies for their advice and support.

Examples of ASB where CCHA may be able to take action include:

- Violence or threats of violence
- Domestic Abuse
- Hate Crime
- Serious noise nuisance
- Damage to our property
- Targeted nuisance
- Drugs sold / supplied from our property
- Graffiti on our property

Examples of ASB where CCHA will sign post customers include:

- Dog straying / fouling / noise (general)
- Children playing
- Drug use in the general area
- Irregular / one off noise nuisance
- Damage to property not owned by us
- Verbal arguments
- Parking issues or boundary disputes
- Pubs / Clubs / Commercial premises

3. Harassment

- 3.1 The Equality Act 2010 defines harassment as unwanted conduct related to a disability and the conduct has the purpose or effect of (a) violating the victim's dignity or (b) creating an intimidating, hostile, degrading, humiliating or offensive environment for the victim. When determining whether the conduct has this effect CCHA will consider (a) the perception of the victim, (b) any other circumstances of the case and (c) whether it is reasonable for the conduct to have that effect.
- 3.2 The protected characteristics under the Equality Act 2010 are: race, age, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity. CCHA will manage incidents reported on the grounds of a protected characteristic as a Priority High Level Case under the ASB procedure.
- 3.3 CCHA will deal with harassment against or by a tenant, employee or contactor, in line with CCHA's ASB and Domestic Abuse Policies and Procedures.