

## **Anti-social Behaviour Policy**

### **Feldon Housing Limited**

#### **1. Introduction**

We are committed to making your community safe and enjoyable for all, following the Regulator of Social Housing's 2024 Consumer Standards and the law. We promise to take anti-social behaviour (ASB) seriously and act promptly when you report concerns.

#### **2. What Is Anti-Social Behaviour?**

Anti-social behaviour is any action that causes, or is likely to cause, harassment, alarm, or distress to others, including:

- Noise nuisance
- Verbal abuse, threats, or intimidation
- Harassment or hate incidents
- Vandalism or property damage
- Drug, alcohol, or criminal activities
- Domestic abuse

#### **3. How to Report ASB**

You can report ASB by:

- **Calling:** 01608 686626
- **Emailing:** [info@feldonhousing.co.uk](mailto:info@feldonhousing.co.uk)
- **Visiting our office or writing to us at:** Feldon Housing Ltd, Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW
- **If there is an immediate risk, please call 999.**

#### **4. What We Expect from You**

We ask all tenants to:

- Be respectful of neighbours and their right to a peaceful home.
- Report ASB promptly.
- Work with us if you are involved in an ASB case.

You are responsible for your own behaviour, as well as that of your household visitors and pets.

#### **5. Our Commitment to You**

- We investigate all reports without prejudice or assumptions.

- We keep you informed throughout your case and update you regularly.
- We work with the police, councils, and other agencies and landlords when needed.
- We use a range of tools to resolve cases, including legal actions, support plans, mediation, or formal warnings
- We support both victims and vulnerable individuals involved in a case.
- After a case is closed, we will contact victims to ask for feedback on how we handled their case, ensuring we learn and improve our service.
- We will take appropriate action against perpetrators where ASB is proven. This can include written warnings, acceptable behaviour agreements, ending tenancies, or other legal steps, depending on the seriousness of the behaviour and circumstances.

## 6. **How We Will Deal with a Case — Our Process**

We have set out below the different steps we take when you report anti-social behaviour to us. We know that not all cases are the same, so the steps may vary from case to case. Some of the steps may be taken alongside each other.

In all cases we will keep you informed throughout your case and welcome your questions at any time.

### **Step 1 - Initial Report and Contact**

- You can report ASB to us using any of the methods listed above.
- Within two working days, we will contact you to acknowledge your report and ask for more information if needed.
- We welcome contact made on your behalf by a friend or family member, or a support agency working on your behalf. In these cases, we will always ask you to give your permission for this, before we share any information about you or your case to someone else.

### **Step 2 - Assessment**

- We will assess the risk and urgency of your situation.
- For urgent cases (such as threats, violence, or hate incidents), we will take immediate action.
- For neighbour disputes or less serious complaints, we may suggest early intervention, such as mediation either through the Feldon Housing team, or with independent specialist mediators.

### **Step 3 - Action Plan**

- We'll agree with you on an action plan. This might include gathering evidence, visiting those involved, or working with other agencies.

- For neighbour disputes, we may offer mediation to help both parties find a solution in a safe, neutral setting. Mediation is voluntary and confidential.

#### **Step 4 - Investigation**

- We will gather evidence (statements, diary sheets, witness info, etc.).
- We will consider the appropriate response and whether enforcement, support, or further mediation is needed.

#### **Step 5 -Resolution and Decision**

- We'll update you on the findings and the outcome.
- If ASB is proven, we will take fair and proportionate action against the perpetrator, as set out above.

#### **Step 6 - Case Closure and Feedback**

- We will let you know when your case is closed and why.
- We will ask for your feedback on how your case was handled, so we can improve our service.

### **7. Confidentiality**

All reports are confidential. We will only share information outside our organisation if it is necessary to keep people safe or is required by law.

### **8. Related Legislation and Guidance**

- Social Housing Regulation Act 2023
- Regulator of Social Housing: Consumer Standards 2024 and Code of Practice
- Housing Acts 1985 1988 & 1996
- Housing Act 2004 — Defines anti-social behaviour in privately rented homes and supports local authority enforcement powers
- Landlord and Tenant Act 1985
- Anti-social Behaviour, Crime and Policing Act 2014
- Equality Act 2010: Protecting individuals from discrimination, harassment, and victimisation.
- Crime and Disorder Act 1998
- Equality Act 2020
- Housing Ombudsman Scheme and Complaints Handling Code 2024

We regularly review and update our practices in line with changes to law and sector expectations.

**9. Review**

We review this policy two years, or sooner if needed, to keep it up to date with the law and sector guidance.

**9. Policy Owner and Contact Details**

This policy is owned by the Board of Feldon Housing Limited.

If you have any questions about this policy, please contact us:

**Get in touch with Feldon Housing**

**By phone** 01608 686626

**Email** [info@feldonhousing.co.uk](mailto:info@feldonhousing.co.uk)

**Write to us** Feldon Housing Ltd, Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

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