

Summary of Anti-Social Behaviour Policy and Procedures

ANTI-SOCIAL BEHAVIOUR
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*'Early intervention
leading to future prevention'*

Introduction

This summary is a brief outline of the Association's statement of Policy and Procedures in relation to anti-social behaviour which takes into account the Anti-Social Behaviour Act 2003 and the Housing Act 2004.

Mission Statement

The Association's Mission Statement is:

'We are in the business of continuing to provide high quality affordable housing that aims to meet the aspirations of local people and communities through innovation, dedication and commitment to excellence'

In order to achieve this we need to be both proactive and reactive in tackling anti-social behaviour. The Association's Anti-Social Behaviour Policy and Procedures *'Early Intervention Leading to Future Prevention'* outlines quite clearly that we will not tolerate anti-social behaviour in its properties or on its estates.

Definition of Anti-Social Behaviour

The Association uses the definition for anti-social behaviour as stated in the Housing Act 1996 as conduct capable of causing nuisance or annoyance to any person or which directly or indirectly relates to or affects the housing management functions of the landlord (Section 153 a) or where a person is using or threatening to use their home for illegal purposes such as for drug dealing or a brothel (Section 153b)

Policy

The Association clearly outlines in its policy what type of behaviour will not be tolerated and also how it will:

- ✓ **approach incidents of anti-social behaviour**
- ✓ **use the tenancy agreement to address incidents of anti-social behaviour**
- ✓ **support the victim**
- ✓ **protect and train our staff**
- ✓ **use a multi agency approach in tackling anti-social behaviour**
- ✓ **try to prevent anti-social behaviour**
- ✓ **respect the victim's confidentiality**
- ✓ **consult and review on the policy and procedures**

Procedures

The Association's procedures for dealing with anti-social behaviour aim to be consistent and concise. The aims of the procedures are as follows:

- ✓ ensure that all our customers know how to make a complaint about anti-social behaviour
- ✓ to acknowledge all incidents of anti-social behaviour within 10 working days
- ✓ to keep the victim informed of progress
- ✓ to take action (remedial) without delay after contacting the alleged perpetrator
- ✓ to take action (further) if necessary should action (remedial) not be successful
- ✓ to outline what steps the Association can take to resolve anti-social behaviour

Summary

Should you be experiencing anti-social behaviour then please contact your Housing Co-ordinator for advice and information.

A full copy of the Association's Anti-Social Behaviour Policy and Procedures can be obtained from its main office:

Bryn Aderyn The Bank NEWTOWN Powys SY16 2AB

Via our website: www.mid-walesha.co.uk

By e-mailing us: post@mid-walesha.co.uk

By telephoning us: 01686 627476

The Policy and Procedures can be provided in various formats on request.