

# Anti-Social Behaviour Policy

Version 2:0

August 2024



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## 1. Introduction

1.1 Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – Home Reach and Your Home.

All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

Heylo aims to:

- Protect resident's quiet enjoyment of their home and neighbourhood
- Develop and support measures to prevent anti-social behaviour
- Act quickly to prevent further incidents of anti-social behaviour
- Support victims and witnesses of anti-social behaviour

## 2. Purpose

2.1 This policy sets out Heylo's approach to managing Anti-Social Behaviour (ASB).

## 3. Legislative and regulatory framework

3.1 The Neighbourhood and Community Standard sets out regulatory requirements to which registered housing providers must adhere to. A required outcome of the standard is:

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle antisocial behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

Heylo's approach to managing domestic abuse is detailed in a separate policy.

The Neighbourhood and Community Standard sets specific expectations of registered providers which includes working with relevant organisations to deter and tackle ASB and hate crime, providing prompt and appropriate action using the tools and legal powers available to them, and supporting those who are affected including signposting to agencies who can support and assist.

Under legislation, ASB is defined as follows:

- Conduct causing or likely to cause nuisance or annoyance to a person residing, visiting, or otherwise engaged in lawful activity in the locality (Housing act 1996)
- Conduct capable of causing housing related nuisance or annoyance where directly or in-directly affects the housing management function (ASB, Crime and Policing Act 2014)

The Crime Prosecution Service 2017 defines hate crimes and hate incidents as:

“Any criminal offence which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender.”

## 4. What is anti-social behaviour

4.1 Anti-social behaviour includes a range of nuisance and criminal behaviours which are causing distress to others. Whether someone’s actions can be classed as anti-social behaviour relies heavily on the impact it has on other people.

Behaviour that is more frequent or persistent is more likely to be considered as anti-social behaviour. The type and intensity of the behaviour also matters. Examples of anti-social behaviour can include:

- noisy and/or abusive behaviour
- vandalism
- graffiti
- intimidation
- public drunkenness
- littering
- fly tipping
- illegal drug use
- excessively barking dogs

Some behaviour, even though it may cause nuisance to individuals, may not be regarded as ASB. For example, this can include:

- one-off parties and barbecues
- infrequent and occasional noise or disturbances
- children’s play
- occasional dog barking
- excessive noise from domestic appliances (e.g. washing machines, vacuum cleaners)
- minor vehicle repairs
- gossip
- escalated disputes.

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## 5. Obligations of Heylo Customers

- 5.1 Heylo customers are required to adhere by the terms of the lease agreement and any superior lease agreements where applicable. For those customers living in flats/apartment where a management company has been instructed to manage the estate and communal areas, they are expected to adhere to any additional requirements enacted by the management company.

Heylo expect customers not to commit any anti-social behaviour or other crimes, and to resolve minor disputes with their neighbours.

## 6. ASB Management

- 6.1 When Heylo receives a report of ASB, or hate incident, the case will be handled as follows:

### Service Standards

- The complainant will be contacted within 2 working days if the ASB is targeted at a person, and/or their home causing concern, stress, distress, irritation or have a serious impact on people's lives.
- The complainant will be contacted within 10 working days if the ASB is relating to the wider community or the environment, e.g. fly tipping or garden condition.

### Case Management

Case management will be based upon an individual risk assessment for all identified complainants to measure the impact of the behaviour and risk of harm. The risk assessment will be used to prioritise Heylo's actions in partnership with the complaint(s). Complainants will be kept informed on a regular basis.

Complainants will be supported and encouraged to try and resolve issues calmly with their neighbours in the first instance if they feel safe to do so.

In addition to a risk assessment, an action plan with specified timescales will also be agreed with the complainant, understanding the complainant's expectations at the outset and managing expectations as to what can realistically be achieved.

Confidentiality will be maintained for both complainants and witnesses, wherever possible, within the applicable legal framework.

Heylo will work alongside a range of appropriate partners to provide effective and tailored support for complainants and witnesses of anti-social behaviour and hate incidents where they feel this is required. Examples of partner agencies: police, local authority, social services and community-based organisations.

Heylo will use a range of enforcement tools available to address instances of ASB and hate incidents. Where necessary, this will include utilising legal powers to enforce the lease agreement. Heylo will work collaboratively with statutory and nonstatutory partners to tackle ASB related issues.

The actions Heylo take will depend on:

- The extent and nature of the anti social behaviour and its impact on others
- Whether the alleged perpetrator is a heylo customer

- The evidence available to support legal action
- Whether other residents are willing to act as witnesses in Court
- Any advice and guidance from our legal representatives

When an ASB case is closed Heylo will explain the reasons for closure. Heylo will consider the following factors before closing a case:

- Has the anti social behaviour ceased
- Is a partner agency leading the investigation and resolution
- Lack of evidence from the witness that prevents further action being considered

## 7. Reporting and Monitoring

7.1 Key performance indicators to monitor performance against this policy include:

- Satisfaction that Heylo makes a positive contribution to the neighbourhood
- Satisfaction with Heylo’s approach to handling ASB
- Anto-social behaviour cases relative to the size of the landlord

## 8. Review

We will review this Policy every two years, unless there is a significant development that would require a more urgent review e.g. new legislation or regulation.

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|---|-----------------------------------|
| Policy approval date:                         | 30 August 2024                    |
| Policy review date                            | 30 August 2026                    |
| Lead team                                     | Property Management               |
| Level of authorisation required (for review): | ResiManagement Customer Committee |

## Version Control

| Version | Date        | Author  | Verifier                          | Comments                |
|---------|-------------|---|-----------------------------------|-------------------------|
| 1.0     | August 2023 | Director of Property Management                 | ResiManagement CEO                |                         |
| 2.0     | August 2024 | Rachael Swales, Director of Property Management | ResiManagement Customer Committee | Updated with review due |



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