



Anti-Social Behaviour Policy



Complaints Policy



1. This policy will apply to the following entities:

Legal & General Affordable Homes Limited
 Legal & General Affordable Homes (AR) LLP
 Legal & General Affordable Homes (SO) LLP
 Legal & General Affordable Homes (Capital) Limited
 Legal & General Affordable Homes (Development 3) Limited
 Legal & General Affordable Homes (Investment 1) Limited
 Legal & General Affordable Homes (Investment 2) Limited
 Legal & General Affordable Homes (Investment 3) Limited
 Legal & General Affordable Homes (Development 4) Limited

2. Policy Introduction

This policy sets out Legal and General Affordable Homes (LGAH) approach to anti-social behaviour. This Policy also covers LGAH's approach to hate crime which will be reported and investigated under the same principles as anti-social behaviour.

LGAH is committed to positively responding to anti-social behaviour, taking a victim-centred approach to prevent and address behaviour which has a negative impact on our customers, their families and the wider community.

3. Policy Aims

This policy applies to all LGAH customers living in a property owned by LGAH, their household members and visitors. It also considers reports from non-customers against a LGAH customer where it impacts on LGAH functions as a landlord. This Policy aims to:

- Clearly outline what constitutes anti-social behaviour
- LGAH approach to tackling anti-social behaviour and hate crime under its responsibility as a Registered Provider
- How LGAH expects its management providers to address anti-social behaviour reports on its behalf
- How LGAH will support and safeguard victims of anti-social behaviour

The policy also applies to all LGAH staff (including those on fixed-term or temporary contracts) and all contractors and sub-contractors who are providing services to LGAH and its customers.

4. Legal Framework

This policy is designed with consideration of the following legal and statutory instruments:

- Anti-Social Behaviour, Crime and Policing Act 2014
- Regulator of Social Housing's Neighbourhood and Community Standard, specifically the need to:
 - Working with appropriate partners to try and reduce ASB and hate incidents
 - Having effective policy and processes to tackle ASB and hate incidents

5. Definitions

Anti-Social Behaviour is defined in the ASB Crime and Policing Act 2014 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

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- Conduct capable of causing housing related nuisance or annoyance to any person.

In addition to anti-social behaviour, hate crime is defined by the Crown Prosecution Service as:

- Any criminal offence which is perceived by the victim or any other person, to be motivated by 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 hostility or prejudice against a person who is transgender or perceived to be transgender.

Hate crime can fall into one of three main types: physical assault, verbal abuse and incitement to hatred.

Classification of ASB is an issue that LGAH recognise can sometimes be difficult to diagnose. LGAH recognises that different people may become distressed or alarmed by different types of behaviour and we will not always classify all reports as anti-social behaviour. Behaviour that we would not consider to be anti-social behaviour may include:

- Loud talking from adjoining properties and or communal areas
- Noise from children playing
- Noise from domestic appliances such as washing machines or vacuum cleaners
- DIY at reasonable times

Complainant in the context of this policy is someone who is or had experienced anti-social behaviour.

Victim/Perpetrator in the context of this policy is someone who is suspected of causing or causing anti-social behaviour.

MARAC refers to a Multi-Agency Risk Assessment Conference. This is a meeting attended by multiple agencies to review cases deemed to be high risk.

Management Providers noted in this policy are LGAH partners who deliver landlord functions to customers on its behalf.

6. Our Approach

All reports of anti-social behaviour will be picked up by our management providers, who hold the responsibility for investigating all reports on behalf of LGAH.

LGAH will ensure that customers can report anti-social behaviour through a number of channels. This includes via phone, in writing (including email), in person and online.

Management providers own anti-social behaviour policies must fulfil the principles of this policy. When investigating reports, management providers will investigate all reports in line with their own anti-social behaviour policies

LGAH expects its management providers to work with appropriate partners, with a common aim of trying to reduce anti-social behaviour and hate incidents. Management Providers will communicate effectively with all complainants, including sharing information about how an anti-social behaviour case is investigated, and provide further information on where complainants can access additional support if required.

LGAH take into account the diverse need of its customers in considering how to address reports of anti-social behaviour and hate incidents and how it can prevent any barriers to reporting. This will include ensuring all staff who are responsible for overseeing anti-social behaviour cases are adequately trained.



7. Early Intervention and case management

LGAH recognises that early intervention will benefit all parties involved including the local community.

LGAH Management Providers will respond swiftly and take reasonable and proportionate action if they are satisfied that anti-social behaviour has been demonstrated. This could include (but is not limited to)

- Verbal or written warnings for tenancy breaches
- Multi-agency working
- Acceptable behaviour contracts
- Mediation
- Extension of starter tenancies

In some cases it may be reasonable for the complainant to take responsibility for resolving issues with the perpetrator, and as part of our prevention work this option will be considered alongside the severity of the issue and risk placed on the complainant. In all cases we expect our management providers to appropriately risk assess and based on the level of impact on the complainant, more urgent intervention may be required.

Management providers will use all relevant tools available to us as a landlord, as outlined in the ASB, Policing and Crime Act 2014. Any action will be appropriate to the seriousness, impact and frequency of the behaviour.

Management providers will utilise action plans to keep a record of agreed actions to resolve a case and will provide regular updates to the complainant throughout case investigations.

8. Working with complainants, witnesses and perpetrators

LGAH recognises the impact of anti-social behaviour to complainants and witnesses. The level of interaction and support will therefore be tailored on a case by case basis. This may involve multiple agencies, specialist support services and referral to MARAC for high-risk cases.

LGAH recognises that at times, anti-social behaviour can be linked to substance misuse, mental health and disability and perpetrators may benefit from specialist support. In this instance management providers will offer advice and signposting to relevant agencies in line with LGAH Safeguarding Policy.

9. Housing Options

LGAH will support victims to access independent legal advice on dealing with tenancy related matters. This may include offering additional security measures to provide additional safety for the victim.

If it is not safe for the victim to remain in their home, LGAH will support them to contact the local authorities housing advice and homelessness support and will provide any relevant information to help with a move. Where an assessment has evidenced that the victim is at serious risk or harm, LGAH may offer a management move where it has appropriate housing stock available.

10. Enforcement Action

Where early intervention has failed and it becomes necessary to consider enforcement action, an assessment will be carried out to determine if legal action is proportionate and if there is sufficient evidence to proceed to Court. Where legal action becomes necessary, our management providers will use the most appropriate tool available to us.

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Other agencies such as the Police and the Local Authority have specific legal remedies and LGAH will work with partners to support action.

11. Confidentiality

Confidentiality will be respected when dealing with a case of anti-social behaviour and hate crime. This will include how LGAH stores and manages reports, ensuring data protection requirements are met at all time, and all confidential and sensitive information is not shared externally, other than when there is a legal requirement.

12. Related Policies

- Domestic Abuse Policy
- Allocations Policy
- Tenancy Policy
- Complaints Policy
- Vulnerability Policy
- Unacceptable Behaviour Policy

13. Equality and Diversity

LGAH considers the diverse needs of its customers when delivering landlord services. We expect all employees, and partners working on behalf of LGAH, to treat all customers with fairness and respect.

The specific needs of customers are considered when delivering services against this policy and at times this may require taking a different approach to ensure customers are not disadvantaged due to their diverse needs. This will include utilising information LGAH holds about its customers and tailoring how customers are to communicate and engage with LGAH services to eliminate any barriers for access and reporting.

Accountable Director	Karen Heaney, Customer, Property and Platform Director
Approval Date	April 2024
Review Date	April 2026 (or more frequently subject to any changes in regulatory, legislative and/or areas of best practise where a review is required sooner than the planned review date)