



Anti-Social Behaviour & Hate Crime Policy



1. Policy Introduction

This policy explains how Legal and General Affordable Homes (LGAH) deals with anti-social behaviour. It also explains how we deal with hate crime, which we investigate in the same way as anti-social behaviour.

LGAH is committed to responding to anti-social behaviour in a positive and supportive way. We put victims first and aim to stop behaviour that harms our customers, their families, or the wider community by working in partnership with other agencies.

Anti-social behaviour can sometimes be hard to identify. Different people may feel upset or worried by different things, so we may not always decide that every report is anti-social behaviour.

2. Policy Aims

This policy applies to all LGAH customers living in our homes, as well as their household members and visitors. It also covers reports made by people who are not customers, if the behaviour involves an LGAH customer and affects LGAH as a landlord.

This policy will:

- Explain what anti-social behaviour is
- Set out how LGAH tackles anti-social behaviour and hate crime
- Explain what we expect our Management Providers to do when they receive a report
- Show how we will support and protect victims

The policy also applies to all LGAH staff and anyone working for LGAH, including contractors and temporary staff.

3. Legal Framework

This policy takes into account the following laws and standards:

- Anti-Social Behaviour, Crime and Policing Act 2014
- The Regulator of Social Housing's Neighbourhood and Community Standard, which requires us to:
 - Work with other organisations to reduce anti-social behaviour and hate incidents
 - Have strong policies and processes to deal with these issues

4. Definitions

Anti-social behaviour (from the ASB Crime and Policing Act 2014) means:

- Behaviour that causes, or could cause, harassment, alarm, or distress
- Behaviour that causes nuisance or annoyance to someone in their home
- Behaviour that causes problems linked to housing

Hate crime (from the Crown Prosecution Service) means any crime that the victim or another person believes is motivated by hostility or prejudice towards someone's:

- Race
- Religion
- Sexual orientation
- Disability
- Transgender identity

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Hate crimes can include physical assault, verbal abuse, or encouraging others to hate a person or group.

Other Key Terms:

- **Complainant:** Someone who has experienced anti-social behaviour.
- **Victim/Perpetrator:** Someone affected by, or suspected of causing, anti-social behaviour.
- **MARAC:** A meeting between several agencies to review high-risk cases.
- **Management Providers:** LGAH partners who provide landlord services on our behalf.

5. Our Approach

All reports of anti-social behaviour and hate crime are handled by our Management Providers. They investigate reports for LGAH.

A separate Good Neighbour Management Policy explains how we deal with nuisance behaviours which are not classed as anti-social behaviour. Appendix A lists examples.

LGAH expects that:

- Customers can report issues by phone, email, in person, or through My Brolly
- Each report will be checked to decide the right policy to use (Appendix B)
- A risk and vulnerability assessment will be completed
- Management Providers will follow this policy's principles
- They will explain the investigation process clearly and signpost to support
- Staff will consider customers' different needs and remove barriers to reporting
- Staff responsible for managing cases will receive proper training

6. Early Intervention and case management

LGAH believes early action helps everyone involved. If anti-social behaviour is found, Management Providers will act quickly and take fair steps. These may include:

- Good neighbour agreements
- Verbal or written warnings
- Working with other agencies
- Acceptable behaviour contracts
- Mediation

Sometimes, the complainant may try to resolve the problem directly, but this will depend on the risks and seriousness.

Management Providers must assess risk carefully, and urgent action may be needed for serious impact. They will use all tools available under the law and take action that is appropriate for the seriousness, impact, and frequency of the behaviour. They will also keep action plans and give regular updates to complainants.

7. Working with complainants, witnesses and perpetrators

LGAH understands anti-social behaviour can have a major impact. Support will be tailored to each case. This may involve other agencies, specialist services, or MARAC for high-risk situations.

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Sometimes anti-social behaviour is linked to substance misuse, mental health, or disability. In these cases, Management Providers will offer advice and link people to support services, following the LGAH Safeguarding Policy.

8. Housing Options

LGAH will help victims get legal advice about tenancy matters. Extra security measures may also be offered.

If a victim cannot safely stay in their home, LGAH will support them to contact the local council for housing and homelessness advice. If risk is high, LGAH may offer a management move, if suitable housing is available.

9. Enforcement Action

If early intervention does not work, we may consider legal action. A review will check whether action is fair and if there is enough evidence for court. Management Providers will use the legal tools available.

Other organisations, such as the police or local council, may also take action.

10. Assurance

LGAH aims for a strong, fair, and compliant approach. We will monitor cases, complete reviews, and check quality to ensure:

- Reports are handled quickly
- Actions are fair and evidence-based
- Victims and communities are protected
- Learning from case reviews will help improve our approach.

The board and Risk and Audit Committee have oversight of cases and trends through regular reporting.

11. Confidentiality

LGAH will keep all reports confidential and store information safely. Sensitive information will not be shared unless the law requires it.

12. Related Policies

- Domestic Abuse Policy
- Allocations Policy
- Tenancy Policy
- Complaints Policy
- Vulnerability Policy
- Unacceptable Behaviour Policy
- Good Neighbour Management Policy
- Adult Safeguarding Policy
- Young Person Safeguarding Policy



13. Equality and Diversity

LGAH considers the different needs of customers. All staff and partners must treat customers fairly and with respect.

Sometimes we may need to work differently to ensure customers are not disadvantaged. This includes using information we hold to help people access and use our services.

14. Appendices

Appendix A – List of Behaviours managed under the Good Neighbour Management policy.

Appendix B – Report Assessment Tool

15. This policy will apply to the following entities:

- Legal & General Affordable Homes Limited
- Legal & General Affordable Homes (AR) 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

Author	Head of Contract Management
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Review Date	May 2028 (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)



Appendix A – Behaviours and Actions Managed Under the Good Neighbour Management Policy

The following (non-exhaustive) list of behaviours and actions fall under the Good Neighbour Management Policy:

- Parking
- Smoking
- Boundaries
- Dogs barking
- Cats in gardens
- Fences
- Untidy gardens
- Cooking smells
- Babies crying
- Placement of bins
- Children playing ball games/bikes
- Use of trampolines
- People looking/staring at each other
- Littering
- Working from home
- General living noise (flushing toilets, closing doors, talking)
- One-off celebrations
- Occasional noise made by a customer or their household member who has protected characteristics, e.g. a mental health condition or physical disability

Other factors we will consider in relation to the behaviour are:

- The time of day
- The duration of the behaviour
- The frequency of occurrence
- The intention of the person causing the problem
- The harm that is being caused
- The vulnerability of those involved



Appendix B - Report assessment Tool

This matrix is designed to assist officers in deciding whether a report should be dealt with under the ASB policy or under the Good Neighbour Management (GNM) policy. It should be completed in conjunction with the other tools available in the GNM policy and is a guide only.

