

How is anti-social behaviour dealt with by Registered Providers of Social Housing?

Registered Providers of social housing must have a policy to explain how they deal with Anti-Social Behaviour (ASB). This will include information on the responsibilities and rights of tenants, how to report ASB and the support available to victims and witnesses. You should contact your Registered Provider direct for a copy of this information.

Tenants are responsible for their own behaviour and the behaviour of other members of the household (including children) and any visitors to the property.

Registered Providers house a wide range of people with different needs and lifestyles and tenants are expected to demonstrate a reasonable level of tolerance.

Your Housing Officer will normally act as the lead officer investigating the complaint made of ASB. However, Registered Providers will share information as needed and work with other agencies e.g. Blaby District Council Anti-Social Behaviour and Environmental Protection Officers, the police, Probation Service and Youth Offending Service, to prevent and tackle anti-social behaviour (Crime & Disorder Act 1998)

Registered Providers and the agencies above have powers to use a range of supportive interventions and enforcement action to address anti-social behaviour, such as:

- Support to resolve difficulties between residents informally
- Assistance from Housing Support Officers/Resident Support Service or other specialist community services (e.g. Drug/Alcohol Worker)
- Mediation between parties
- Formal Advice and Warning Letters
- Acceptable Behaviour Contracts
- Anti-Social Behaviour Injunctions
- Anti-Social Behaviour Orders
- Demotion Orders (Anti-Social Behaviour Act 2003)
- Possession Orders

In cases of serious or persistent anti-social behaviour, tenants housed by Registered Providers may be at risk of losing their home.