

**PINECREST HOUSING LIMITED (PHL)**

**ANTI-SOCIAL BEHAVIOUR POLICY**

What is anti-social behaviour (ASB)?

Anti-social behaviour is a general term used to describe a whole range of things that people do to upset other people. According to the Crime and Disorder Act 1998, anti-social behaviour is behaviour which causes or is likely to cause harassment, alarm or distress to one or more people who are not in the same household as the perpetrator.

In addition to dealing firmly with ASB, PHL deals with domestic violence and other incidents involving members of the same household in a similar way.

Examples of anti-social behaviour include:

Hate crimes

Domestic abuse

Actual or threatened violence

Sexual abuse

Foul language

Criminal damage

Graffiti

Loud music

Arguing and door slamming

Offensive drunken behaviour

Vandalism

Dealing drugs

This list is not exhaustive.

Policy Statement on ASB

PHL recognises the importance of tackling anti-social behaviour and acknowledges its harmful effect on residents and communities.

PHL will not tolerate anti-social behaviour and will take effective and early action to tackle it.

PHL will use a wide variety of approaches to tackle the wide range of anti-social behaviour issues. This will include preventative and enforcement approaches.

PHL will use mediation services appropriately to resolve neighbour disputes.

PHL is committed to supporting alleged victims and witnesses.

PHL may refer the alleged perpetrator for support if we believe it may help to prevent similar issues in future. Support for the alleged perpetrator will be considered in conjunction with the use of other appropriate tools.

PHL will work in partnership with other organisations, including the police and local authorities, to prevent and tackle ASB.

PHL will sign up to available protocols with police forces in all areas where it has properties, in order to facilitate information sharing and joint working.

PHL will work with residents to tackle anti-social behaviour problems.

PHL staff will keep up to date on best practice and legislation dealing with anti-social behaviour.

#### How we deal with ASB

PHL is firmly committed to tackling anti-social behaviour and harassment experienced by, or perpetrated by, our residents. We will use whatever solutions are available to help us resolve problems. We encourage anyone who is suffering from racial or other harassment, or any other form of anti-social behaviour, to let us know. We will deal with complaints in confidence where necessary and we can offer support to victims.

Our team responds to each case as soon as possible and works very closely with the police in resolving anti-social behaviour issues affecting our residents and the areas in which they live. The police have set up safer neighbourhood teams comprising police officers and police community support officers, better known as PCSOs.

#### Policy Review

We will review this policy at least once every two years to make sure it remains relevant and accurate. Our reviews will take account of customer complaints, stakeholder feedback, and changes in legislation, regulation or sector best practice.

Version	Checked By	Amendments	Approved By	Date of Approval	Published by	Date of Review
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