

Quartz Housing: Anti-Social Behaviour Policy

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1 | Introduction

- 1.1. Quartz Housing (“Quartz”) is committed to tackling anti-social behaviour (“ASB”) as it is aware of the significant negative impact such behaviour can have on the lives of its residents and the communities and neighbourhoods it serves. ASB covers a wide range of behaviours, from low-level nuisance to serious harassment, which can damage quality of life and interfere with the ability of residents to use and enjoy their home and/or community.
- 1.2. We will not tolerate nuisance or ASB directed towards our residents, their visitors, or any others engaged in lawful activity in the locality of our homes, including colleagues, contractors and others acting on our behalf.
- 1.3. This policy sets out clear guidelines on how we, along with our managing agents, will handle ASB. We will ensure that all of our residents are aware of the need to comply with all of the obligations in their tenancy agreement.
- 1.4. This policy applies to all residents that live in our homes, and all visitors to our properties and estates.

2 | Legal and Regulatory Requirements

- 2.1. We are a registered provider of social housing and required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with ASB.
- 2.2. Our approach to dealing with such behaviour will meet the requirements of Regulator of Social Housing’s Neighbourhood and Community Standard, which requires registered providers to work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods where they own homes.

3 | Definitions

- 3.1. Anti-Social Behaviour is defined by Part 1 of the Anti-Social Behaviour: Crime & 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

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

3.2. Examples of ASB include (but are not limited to):

- Harassment;
- Loud music;
- Violence, threats of violence or abusive behaviour;
- Damaging property;
- Criminal activity;
- Abuse of staff;
- Hate behaviour that targets members of identified groups because of their perceived differences (see below);
- Domestic abuse.

3.3. Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. Quartz bases the definition of harassment on the Equality Act 2010:

“Any unwanted behaviour affecting a person’s well-being or dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment”.

4 | Policy and Approach to ASB

4.1. Our aim is to achieve a balance between prevention, enforcement, and support. We will use a range of ways to resolve ASB, including:

- Early intervention and prevention to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process;
- Use the full range of non-legal and legal tools available;
- Partnership working where appropriate.

4.2. This general aim is reflected in our three-stage approach to dealing with ASB:

- **Prevention** - We use a number of preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about expectations of our residents when they move in.
- **Working with partners to intervene** - If residents report ASB, our first step is to ask them to keep a record of incidents and ask them to contact the Police in an emergency. What intervention we use will depend on the type of ASB reported. Sometimes we may not be able to solve the problem alone. We will work with the police or other partners to tackle ASB.
- **Supporting legal action** – If the ASB continues and there are no other options for stopping it, we will take legal action (where relevant and appropriate). We will also support witnesses through the process and work with our partners.

4.3. We will need to exercise our professional judgement when assessing whether or not a report is actionable (and that it meets the definition of ASB). In appropriate cases where we cannot take action we will:

- Offer residents mediation;
- Signpost them to other agencies; or
- Liaise with partner agencies, to see if they can assist.

5 | Working with Partners

5.1. We recognise the roles of other agencies and we are committed to working in partnership with them at strategic and operational levels aiming to tackle ASB and support complainants and witnesses.

5.2. Where it is deemed appropriate, complainants or reports will be referred to partner agencies, such as the local authority and the police, to deal with. In these cases, we will support and work with them and our own actions will be guided by their findings and outcome.

6 | Policy Management

6.1. The board has overall responsibility for this policy.

6.2. The policy will be reviewed annually unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

7 | Background Documents

7.1. This policy should be read in conjunction with the following legislative and regulatory documents and policies:

- Antisocial Behaviour, Crime & Policing Act 2014;
 - Equality Act 2010;
 - Home Office: ASB powers, statutory guidance for frontline professionals;
 - Regulator of Social Housing's Neighbourhood and Community Standard.
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