GRANVILLE
Community
Homes



# ANTI-SOCIAL BEHAVIOUR POLICY

Version: 0.2
Approved: 01/08/2026
Review Date: 01/08/2027
Policy Reference: TM14

# Contents


Section 1
Policy Statement

Section 2
Policy Context
Purpose……2
Scope……2
Definitions……3
Legal & Regulatory Framework……3

Section 3
Roles & Responsibilities
Board of Directors……3
CEO……3
COO……3
Housing Manager……3
Managing Partners……3

Section 4
Procedures
Reporting, Risk Assessment & Response……4
Enforcement……4
Monitoring, Reporting & Assurance……4

Section 5
Equal Opportunities……4

Section 6
Related Documents……4

Section 7
Revision History & Document Control……5

# Section 1 – Policy Statement

Granville is committed to providing homes and communities where residents feel safe, respected and able to enjoy their home without unreasonable disturbance, intimidation or harm. Every report of anti-social behaviour (ASB) will be taken seriously, recorded and assessed according to the circumstances and level of risk involved. Particular attention will be given to behaviour involving harassment, hate incidents, threats, violence, exploitation or safeguarding concerns, with immediate action or referral to relevant agencies where necessary to protect those at risk.

Responses will be reasonable, proportionate and based on available evidence. Wherever it is appropriate and safe to do so, Granville will seek early resolution through measures such as communication with those involved, warnings, mediation, agreed behaviour expectations or additional support before considering formal tenancy enforcement. Serious incidents or circumstances where there is an immediate risk of harm may require formal action without first exhausting informal measures.

Granville recognises that some residents may have vulnerabilities, disabilities, mental health needs or other circumstances that contribute to, or affect their ability to manage, certain behaviours. These factors will be considered when determining an appropriate response. Where additional or amended support could help address the underlying cause of behaviour, Granville will work with the managing partner and relevant agencies to explore this. Vulnerability will not, however, prevent appropriate action being taken where behaviour is causing harm to others, and the needs, safety and wellbeing of victims will remain central to decision-making.

Managing partners are expected to report ASB concerns promptly, maintain appropriate records, support residents and cooperate with investigations and agreed interventions. Granville retains oversight of ASB cases and ultimate responsibility for decisions concerning tenancy enforcement or legal action in its capacity as landlord.

# Section 2 – Policy Context

## Purpose

This policy sets out how Granville and its managing partners prevent, respond to and resolve anti-social behaviour (ASB) affecting residents and neighbours, balancing firm action against unacceptable behaviour with support for residents whose behaviour may relate to unmet needs — a particularly important balance in supported accommodation.

## Scope

Granville Community Homes ("Granville") provides supported/exempt accommodation to often vulnerable residents, with day-to-day housing management and support delivered mainly by specialist managing partners rather than Granville's own front-line staff. This policy applies to ASB reports arising in or around any Granville scheme, whether reported to Granville directly or to a managing partner.

## Definitions

**Anti-social behaviour:** conduct capable of causing nuisance or annoyance, causing or likely to cause harassment, alarm or distress, or housing-related conduct capable of causing nuisance or annoyance, as defined in the Anti-social Behaviour, Crime and Policing Act 2014.

## Legal & Regulatory Framework

This policy is drafted to give effect to, and should be read alongside, the following:

- RSH Neighbourhood and Community Standard
- Anti-social Behaviour, Crime and Policing Act 2014
- Housing Act 1996 (as amended, tenancy enforcement provisions)

# Section 3 – Roles & Responsibilities

**Board of Directors:** Approves this policy; receives the annual ASB report; holds the CEO to account for ASB management across the portfolio.

**CEO:** Accountable for ASB management; approves any decision to pursue legal remedies (injunction, possession, closure order) on the basis of COO recommendation.

**COO:** Oversees ASB case management; makes decisions on escalation from informal resolution to formal tools; liaises with Police, local authority, and other relevant agencies; ensures managing partner ASB obligations are included in SLAs and enforced.

**Housing Manager:** First point of contact for ASB reports from residents, managing partners, or third parties; investigates and case-manages ASB complaints; maintains the ASB case log; provides regular updates to affected residents.

**Managing partners:** Report all ASB incidents in Granville schemes to the Granville Housing Manager within 24 hours of the incident coming to their attention; take first-response action within their competence (e.g. resident conversation, warning letter); cooperate with Granville's investigation and any formal remedy process.

| Role | Responsibility Under This Policy |
|---|---|
| Housing / ASB Lead | Oversees ASB casework across the portfolio, approves any formal enforcement action, and liaises with police and local authority ASB partners on serious cases. |
| Managing Partners | Log, risk-assess and respond to ASB reports at first instance, escalate serious or unresolved cases to Granville, and coordinate support responses where behaviour may relate to unmet need. |

# Section 4 – Procedures

## Reporting, Risk Assessment & Response

- Every report is logged and risk-assessed for severity, vulnerability of the victim and/or perpetrator, and any hate-crime element, with the highest-risk cases prioritised for immediate action.
- Early, informal intervention (mediation, warning, support referral) is used proportionately before formal tenancy enforcement, except where risk requires immediate action.

## Enforcement

- Formal enforcement (injunction, possession action) is considered only where informal approaches have failed or risk requires it, is approved at the appropriate delegated level, and is pursued in partnership with police/local authority where relevant.

## Monitoring, Reporting & Assurance

- ASB case volumes, resolution rates and satisfaction with the ASB service are reported to the Board at least annually.
- Serious or hate-related ASB cases are reviewed individually for lessons learned and safeguarding implications.

# Section 5 – Equal Opportunities

Granville Community Homes is committed to promoting equality, diversity and inclusion in all aspects of its work. We will provide equal opportunities in employment and service delivery and will not unlawfully discriminate against employees, residents, applicants, contractors or any other individual on the grounds of any protected characteristic under the Equality Act 2010.

Granville is committed to treating everyone fairly, with dignity and respect, and to making reasonable adjustments where required to support disabled employees, residents and others with additional needs.

This policy has been developed in accordance with the Equality Act 2010 and is intended to be applied consistently and fairly. An Equality Impact Assessment will be completed before the policy is submitted to the Board for approval.

# Section 6 – Related Documents

The following laws, legislation, and standards have been considered in accordance with the composition of this policy:

- Housing Act 1988

- Crime & Policing Act 2014
- Protection from Eviction Act 1977
- Landlord and Tenant Act 1985
- Housing and Regeneration Act 2008
- Equality Act 2010

Other documents relevant to this policy from Granville's Policy Suite include:

- Domestic Abuse Policy (TM04)
- Ending a Tenancy / Abandonment Policy (TM13)
- Tenancy Sustainment & Support Policy (TM11)

# Section 7 – Revision History & Document Control

This policy will be reviewed Annually, with an exercise at least every two years, or earlier if there is a relevant change in legislation, regulatory requirements, or Granville's operating model (including material change to the partner/lease-based portfolio).

| Version | Date | Author | Summary of Changes | Approved By |
|---|---|---|---|---|
| 0.1 | 06/07/2026 | Policy suite build project | Initial draft – not yet approved | Pending Board approval |
| 0.2 | 01/08/2026 | Policy suite build project | Company branding and improved policy structure – not yet approved | Pending Board approval |