

EXECUTIVE SUMMARY – HOUSING LANDLORD SERVICES ANTI-SOCIAL BEHAVIOUR POLICY AND PROCEDURES








Summary of Purpose and Recommendations:

To approve the Housing Landlord Anti-Social Behaviour Policy and Procedures

Cost to Council: £ Not currently identifiable

Within existing budget? Yes

Contribution to Corporate Plan (Minor/Moderate/Major/Neutral):

	+		-		+		-
		Neutral		Priorities			
	Minor			Clean Streets and Public Space	Minor		
		Neutral		Crime and Disorder	Minor		
	Minor			Housing	Minor		
	Minor			Managing our Finances		Neutral	

Comments on Impacts on Corporate Objectives and Priorities:

Effective and positive action against those who cause anti-social behaviour will contribute positively to the Councils aim of improving social well-being by reducing the fear of crime and fostering safe communities. It will also contribute to providing clean streets and public spaces by effectively tackling those who create graffiti, abandon cars, etc.



Organisation of excellence



Working with public and partners



Economic well being



Social well being



Environmental well being

CABINET – 1 DECEMBER 2004

**HOUSING LANDLORD SERVICES
ANTI-SOCIAL BEHAVIOUR – POLICY AND PROCEDURES**

1 INTRODUCTION

- 1.1 The Anti-Social Behaviour Act 2003 introduced obligations on local housing authorities under Section 218A to prepare a policy and procedure on anti-social behaviour (ASB) and to publish the following documents:
- Statement of Policy and Procedures on ASB and;
 - Summary of current policy and procedures on ASB.
- 1.2 Landlords are required to publish the Statement and Summary within 6 months of the commencement of the Act, that is, by 30 December 2004.
- 1.3 This report seeks the approval of the Cabinet to the Policy and Procedures on ASB and to the publication of these documents as required.

2 BACKGROUND

- 2.1 Anti-social behaviour is a recent issue that New Forest, in common with other landlords, is increasingly having to deal with. Part of the reason may well be the increased public awareness of the problem which is highlighted by reports in the media.
- 2.2 To date the issue has been dealt with by Housing Officers as part of their day to day workload and has been tackled primarily using the tenancy conditions although increasingly, in recent years, the more serious cases have been effectively dealt with using Acceptable Behaviour Contracts and, in extreme cases, Anti- Social Behaviour Orders.
- 2.3 No clear definition of what constitutes ASB has previously been published nor have clear procedures been published that would inform tenants and residents as to how their complaints might be progressed. The new Anti-Social Behaviour Act now requires landlords to produce and publish such documents.

3 POLICY AND PROCEDURES

- 3.1 Attached at Appendix 1 are the statement of Policy and Procedures on ASB and a summary of the policy and procedures. These documents have been prepared in accordance with a Code of Guidance produced by the Office of the Deputy Prime Minister.
- 3.2 These documents have been produced following a process that has involved a working party comprising tenants, officers and Members.

4 FINANCIAL IMPLICATIONS

- 4.1 Whilst there are no direct financial implications arising from this report the impact of the new policy and procedures is more difficult to assess in terms of any additional costs that might be incurred as a result of the changes from existing procedures. For instance the ASB Act provides new powers for the issuing of injunctions to prevent ASB and the use of Demoted Tenancies for those tenants who create ASB. At this stage it is difficult to assess how often these new powers might need to be utilised.
- 4.2 Any additional costs that might arise as a result of the new policies and procedures would be funded from the Housing Revenue Account (HRA) and should additional costs be incurred these would need to be met from savings elsewhere within the HRA.

5 CRIME AND DISORDER IMPLICATIONS

- 5.1 The new ASB policy and procedures will mean that more effective action can be taken against those individuals or groups that create ASB. This will lead to a reduction in ASB and safer and more pleasant communities.

6 ENVIRONMENTAL IMPLICATIONS

- 6.1 ASB includes graffiti, abandoned cars and the like and effective action against such issues will ensure a better environment for all residents.

7 TENANTS' COMMENTS

- 7.1 Tenants' comments will be reported orally to the meeting.

8 RECOMMENDATION

- 8.1 It is recommended that Cabinet approve the ASB Policy and Procedures and that the documents are published as required.

For further information contact:	Background papers
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New Forest District Council

**Statement of Policy and Procedures for Dealing With
Anti- Social Behaviour**

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Forward by Peter Greenfield

INTRODUCTION BY COUNCILLOR PETER GREENFIELD, HOUSING PORTFOLIO HOLDER, TO NEW FOREST DISTRICT COUNCIL'S HOUSING LANDLORD ANTI-SOCIAL BEHAVIOUR POLICY AND PROCEDURES.

As Housing Portfolio Holder I am pleased to introduce this document to Tenants and residents of the New Forest.

Anti-social behaviour by a small minority of tenants and residents can blight our estates and neighbourhoods. This policy and procedure highlights how the Council, as a landlord of over 5,000 dwellings, can and will take action against individuals and groups who persist in behaviour which is detrimental to their neighbours. The policy and procedure sets out in some detail the actions we will take in response to complaints regarding Anti-Social Behaviour. However, I would also stress that we need your support to achieve the reductions in Anti-Social Behaviour and that only by all of us working together, will we achieve the desired change in our communities.

1.0 Introduction

The Anti-Social Behaviour Act 2003 Part 2 (Housing Section) came into force on the 30 June 2004 and is designed to extend powers to tackle Anti-Social Behaviour (ASB) in local communities, including measures to develop the use of injunctions and introducing demoted tenancies.

The Act requires the Local Authority to produce and publish a Statement of Policy and Procedures for dealing with ASB, by 30 December 2004. The Statement of Policy should outline the landlord's general approach to ASB and also include specific procedures for dealing with ASB. The statement is intended to compliment and be compatible with, the Local Authority's corporate strategies, such as the Community Safety Strategy and Housing Strategy.

New Forest District Council (NFDC) has reviewed the way in which it currently deals with the issue of ASB. It has consulted with the Tenants' Consultative Group, Officers and Members in determining how NFDC will tackle ASB in relation to it's Housing Management function and therefore in the formulating of this Statement.

NFDC is required to review the Statement when it thinks appropriate and it is proposed that an annual review should take place, with the first review being conducted during January 2006, one year on from the required date of publication of this document.

2.0 Statement of Policy on Anti-Social Behaviour

New Forest District Council (NFDC) is committed to taking action to deal with Anti-Social Behaviour (ASB). NFDC believes that everyone has the right to live in an environment that allows them to enjoy their lives and go about their daily business without unwarranted and unwelcome interference from others. The Estate Management Team, primarily in conjunction with other departments, will do everything it can to support people whose right to peaceable enjoyment of their property or neighbourhood is seriously affected.

Who does this policy apply to?

This policy and related procedures apply to all the Tenants and leaseholders of NFDC and the wider community, including for example owner occupiers living on our housing estates, local businesses and shopkeepers where it impacts upon NFDC's housing management function.

2.1 The ASB Policy in relation to existing legislation and policies

It is important that the ASB policy is compatible with obligations imposed on NFDC by other existing legislation and the policies and strategies that have been adopted by the Council as a result of such legislation.

Community Safety Strategy

It is anticipated that ASB will be one of the strategic priorities of the 2005-2008 strategy.

The 3 key objectives of the strategy are:

- To target individuals responsible for ASB and modify their behaviour through a co-ordinated partnership response
- To provide a series of targeted out-of-school-hours diversionary activities for young people in order to reduce the incidences of ASB in the community.
- Improve parenting skills for the guardians of individuals engaging in ASB or at risk of engaging in low level crime.

Housing Strategy

The Housing Strategy is the overarching strategic document for housing issues in the New Forest. One of its key priorities is:

To promote sustainable communities and foster social inclusion.

It recognises that to be sustainable, communities must be safe and that joint action by stakeholders is critical to tackling problems.

Homelessness Strategy

The Homelessness Strategy sets out the measures the Council and its partners will take to tackle the problem of homelessness in the district.

It recognises that ASB can be a cause of homelessness and measures are included in the action plan element of the strategy to help to prevent homelessness from arising due to ASB.

Human Rights Act

The Human Rights Act 1998 requires public authorities to act in a way that does not infringe the rights of an individual. Those rights are detailed in the Act. When deciding what action to take, in every given case, the Council must weigh up the rights of the individuals involved and act proportionately.

The Human Rights Act therefore requires NFDC to look at ASB in respect of both the complainant and the perpetrator and assess the likely impact on both before deciding what, if any, action should be taken to ensure that any action taken is proportionate.

2.2 Definition of Anti-Social Behaviour

ASB is defined as that which causes annoyance, nuisance or disturbance to anyone else in the area, and may be the behaviour of residents, members of their household or their visitors.

NFDC believes that the following activities may constitute Anti-Social Behaviour:

- **Harassment** on the grounds of:-
 - Race and ethnicity
 - Age
 - Gender
 - Religion
 - Sexual orientation
 - HIV and AIDS
 - Mental health
 - Disability

- **Domestic Violence and Abuse**:- This can include complaints by the person directly affected, or a member of the household, or by a neighbour being caused distress or disturbance by incidences that are attributed to domestic violence.

- **Intimidation**:- ASB can be generated where language or behaviour is used to intimidate a person, or prevent them from quiet enjoyment of their home. It can include acts designed to prevent a person from :-
 - Reporting the activities of the perpetrator
 - Coming forward as a witness in a case of Anti-Social Behaviour

- **Verbal Abuse:-** Including :-
 - Foul and abusive language
 - Unfounded or unreasonable allegations

- **Criminal Behaviour:-** “Criminal” is defined in its strict legal sense and can include behaviour such as :-
 - Acts of physical violence
 - Theft and burglary
 - Prostitution

- **Noise :-** ASB generated by noise can include :-
 - Frequent parties
 - Playing musical instruments
 - Excessive and continuous shouting
 - Noise from TVs, radios and hi-fi’s
 - Burglar alarms
 - Excessive and continuous noise from children

- **Drugs, alcohol and solvent misuse:-** ASB under this category can include behaviour such as:-
 - Violence
 - Verbal abuse
 - Theft
 - Damage
 - Used syringes in communal areas

- **Pets and animals:-** ASB can be generated by the owning and keeping of pets and animals and can include:-
 - Animals fouling communal areas
 - Animals being allowed to run unsupervised on balconies and footpaths
 - Animals fouling in a person’s home or garden so a health hazard may be created
 - Unreasonable or excessive noise or odours from animals
 - The keeping of unsuitable or dangerous animals
 - The keeping of livestock

- **Gardens:-** ASB can arise from the use or misuse of gardens can include:-
 - Overgrown gardens
 - Rubbish in gardens
 - Nuisance from bonfires
 - Vermin in gardens
 - Lack of garden maintenance
 - Vehicles located in gardens without permission
 - Temporary structures such as sheds, pigeon lofts and barbecues placed inappropriately which can create an eyesore

- **Damage to property:-** This can include deliberate damage caused to public or private housing such as:-
 - Graffiti
 - Damage to communal areas and fittings
 - Damage to fencing and walls

- **Nuisance from vehicles:-** ASB can result from the use or ownership or repairing vehicles and can include:-
 - Vehicle repairs
 - The cause of nuisance through late night noise, lighting
 - Excessive or inappropriate use of shared parking facilities
 - Inconsiderate parking of vehicles so as to cause obstruction or damage to pedestrian or grassed areas.
 - Dangerous driving or riding of vehicles on private roads, footpaths, grassed areas
 - Noise from car alarms

- **Boundary disputes:-** ASB can arise between two or more parties where the main issue concerns a physical boundary and can include the size, position or height of a hedge, wall, fence or similar boundary.

- **Nuisance from business use:-** ASB can arise where residential premises are used for business use in contravention of tenancy conditions or planning regulations. It can include:-
 - The buying, selling or repairing of motor vehicles
 - Noise caused by business use (e.g. deliveries and callers)
 - Damage to property caused by business use

➤ **Rubbish and misuse of communal areas:-** ASB could be generated by the improper or unsanitary use of homes and communal areas and might include:-

- The dumping of rubbish
- The keeping of homes in unsanitary or unhealthy states

It is important to note that the behaviour listed above is not an exhaustive list of that which may constitute ASB. Furthermore, single incidents of ASB, unless particularly severe, are unlikely to lead to action being taken. However, such incidences will be noted and the Council will not tolerate repeated or continuous incidences of ASB.

2.3 Tenant's Rights and Responsibilities

Every Tenant of NFDC is issued with a copy of the Tenancy Conditions which sets out the rights and responsibilities that they have agreed to when signing their Tenancy Agreement.

The Tenancy Conditions make it very clear that Tenants, their family and visitors must not do anything that may cause a nuisance or harassment to others.

Extracts from the Tenancy Conditions relating to Anti-Social Behaviour

- As a Tenant you must:

“Keep your garden tidy and free of rubbish..... You must ensure that you do not allow trees, bushes or other plants to encroach onto footpaths or onto your neighbour's land”

“Keep the inside of your home clean and tidy and decorated to a reasonable standard”

“Make sure any lodger or sub-tenant keeps to these conditions. If they do not, you must take steps to evict them.”

“Be responsible for the behaviour of every person (including children) living in or visiting your home, whether the behaviour takes place in your home, in the communal areas or the surrounding vicinity.”

- As a Tenant you must not:

“From your home, communal area or in the surrounding vicinity cause nuisance, annoyance or disturbance to any other person. Examples of things that might cause a nuisance are: playing musical instruments, using DIY tools and equipment, playing loud music, arguing and door slamming and acting in an un-neighbourly fashion.”

“Harass your neighbours, neighbour’s visitors, employees or agents of the Council, or any other person. Examples of harassment might include racist behaviour or language, using or threatening to use violence, abusive or insulting language or behaviour.”

“Keep any animal that annoys or worries your neighbours”

“Run a business from your home which causes nuisance or damages the property.”

“Park cars or other vehicles where they block emergency entrances or exits or where they cause inconvenience or damage to Council land. Park any vehicles in your garden unless the property is provided with a proper hardstanding and dropped kerb access.”

“Carry out work on vehicles on any Council land which we believe is or may be, a nuisance to others.”

“Use the property for immoral or illegal purposes”

2.4 The Legal and Regulatory Framework Relating to ASB within which NFDC operates

- **Housing Act 1996:** This legislation allows a Local Authority the power to exclude certain categories of people from the Housing Waiting List, for example those with a record of serious ASB.
- **Environmental Protection Act 1990:** Imposes a legal obligation on Local Authorities to take such steps as are reasonably practical to investigate complaints of statutory nuisance, including noise nuisance, and if nuisance is established the Council is under a duty to serve Notice on the persons responsible requiring abatement of the same.

Noise nuisance is that which is “emitted from premises so as to be prejudicial to health or a nuisance”.

Non-compliance with such Notices can lead to prosecution in the Magistrates Court and in extreme cases equipment can be seized.

- **Crime and Disorder Act 1998:** This Act introduced a number of new measures to tackle crime and disorder, including the introduction of Anti-Social Behaviour Orders (ASBOs), Parenting Orders, Child Safety Orders and local child curfew schemes. Section 17 of the Act also imposed a duty on Local Authorities and the police to work in partnership to develop crime and disorder reduction strategies and for the Local Authority to “exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area”.
- **Police Reform Act 2002:** includes amendments to the ASBO (Anti-Social Behaviour Order) provisions of the Crime and Disorder Act 1998. It extends the area over which an ASBO can be made, and introduces interim ASBOs for a fixed period of time to prevent further ASB pending the making of a full ASBO by the Court.
- **Housing Act 1985 and 1996:** The Housing Act 1985 allows for the eviction of perpetrators of nuisance and ASB, whether they are Tenants or other persons who are affecting those lawfully in the area of the housing authority. Eviction for harassment and ASB can be achieved under two different grounds in Schedule 2. Ground 1 covers breaches of the Tenancy Agreement and Ground 2 is specifically intended to deal with instances of nuisance or annoyance and/or certain convictions.

The Housing Act 1996 extends the scope of Ground 2 enabling Local Authorities to give evidence of behaviour that justifies repossessing a tenancy. This Act gives social landlords more powers against anti-social Tenants by strengthening the grounds for possession to include:-

1. Behaviour *likely* to cause nuisance (which enables professional witnesses to be used)
 2. ASB in the *locality* of the Tenant’s property
 3. ASB of *visitors* to the property
 4. Conviction for an *arrestable offence in the vicinity* of the property
- **Data Protection Act 1998:** All personal data processed by the Council must be:-
 - Obtained and processed fairly and lawfully
 - Kept accurate and up-to-date
 - Held for no longer than is necessary
 - Subject to appropriate security measures
 - **Anti Social Behaviour Act 2003:** This Act introduced a range of new measures to strengthen the powers of landlords to deal with ASB yet further in the following ways:-

Injunctions

Allows Local Authorities to apply for an ASB Injunction if certain statutory criteria are fulfilled under s.153A.

Allows Local Authorities to apply for Injunctions to prevent housing accommodation being used for an unlawful purpose. It allows Local Authorities to apply for Injunctions to prevent breaches of tenancy agreements if certain criteria are met.

Demoted Tenancies

Local Authorities can apply to the County Court for a Demotion Order on secure tenancies.

Proceedings for Possession

The Act now allows courts to take the following issues into account when they are considering granting possession orders:

- The effect on those in the locality of repeated nuisance
- The effect of the nuisance on those in the locality
- The continuing effect of the nuisance

Landlords must have available for inspection the Statement of Policy and Procedures and provide copies (for which a reasonable fee may be charged) at their principal office which in NFDC's case is considered to be Appletree Court, Lyndhurst.

2.5 How New Forest District Council Tackles Anti-Social Behaviour

All reports of nuisance and ASB will be taken seriously and reported incidents investigated thoroughly and if proven, appropriate action will be taken. The Council encourages those who are experiencing nuisance or harassment to play a full part in the action taken to deal with it. Their views will be taken into account in reaching decisions on courses of action and they will be kept informed of progress and supported during legal proceedings that may take place.

The following statements, strategies and actions are all part of NFDC's overall approach to tackling ASB.

Roles and Responsibilities of the Officers Dealing with Anti-Social Behaviour

Housing Help Desk

The Housing Help Desk will frequently be the first point of contact for a Tenant reporting ASB. The role of the Housing Management Assistant within the Housing Help Desk includes:

- a. Obtaining details from the complainant of the incident they are reporting and completing a Nuisance Complaint Sheet (NCS).
- b. Forwarding the completed NCS to the relevant Housing Management Officer.
- c. Sending Incident Diary Log Sheets and other printed information to the complainant .
- d. Directing enquiries made after the first referral to the appropriate Housing Management Officer.
- e. Advising the complainant if emergency repairs are needed how these can be reported.
- f. Advising the complainant where appropriate, of the service provided by the Housing Needs Team.

Housing Management Officer

The Housing Management Officer (HMO) is the prime Officer responsible for dealing with complaints of Anti-Social Behaviour reported by council Tenants. The role of the HMO includes:

- a. Keeping the complainant informed and involved of the action and work undertaken to resolve the issue.
- b. Liaising with the appropriate agencies, such as the Police, Divided We Fall (DWF) and other Council Officers to ensure that the issue is tackled effectively and appropriately.
- c. Enforcing the Tenancy Conditions and where appropriate, initiating enforcement action.

Providing Witness Support

Witnesses are crucial to tackling ASB. The evidence available from a witness of ASB will usually have more impact than professional witness statements or hearsay evidence, they are the person(s) actually experiencing the ASB. Once a complaint has been received the Council will:

- a. Provide assistance and advice on the completion of nuisance record forms; advise the witness of how their complaint will be dealt with, and also, if possible, provide timescales.
- b. If the ASB is severe, the Council will consider applying to the court for an interim order.
- c. If appropriate, and with the witnesses permission, the HMO will make contact with other local statutory and voluntary agencies who may be able to offer advice and assistance such as the Police and Victim Support.
- d. The HMO will visit the witnesses home environment, if necessary, to assess if there are any protection measures that may need to be carried out (such as new locks on windows and doors, panic buttons etc).
- e. If legal action is taken, the HMO will discuss and explain every stage of the action being taken with the witness.
- f. The HMO will keep the witness informed of the progress of the case either by a fortnightly telephone call or some other agreed method of contact.
- g. Only in extreme circumstances will a temporary or permanent management move be considered for the witness.

It is a criminal offence if a person knowingly performs an act intended to intimidate another person who is, or may be a witness in civil or criminal proceedings.

➤ **Homelessness and Housing Advice Officer**

The Homelessness and Housing Advice Officer (HAHAO) may be asked to become involved in a case of ASB by the HMO. Cases referred to the HAHAO could include cases of domestic violence or severe racial harassment. In such instances the HAHAO would take the following action.

- a. Interview the complainant and record all details.
- b. Liaise with the relevant HMO to establish what, if any, action is being taken against the perpetrator(s).
- c. Offer advice as to the options available to the complainant – such as making use of the Sanctuary Project, making a referral to the Women’s Refuge or recommending a Management Transfer.

➤ **Lettings Officer**

The Lettings Officer may be asked to become involved in a case of ASB by the HMO, when a management transfer (see separate procedure guide) has been recommended as a solution by the HMO in conjunction with the HAHAO and the Assistant Housing Needs Manager.

➤ **Community Safety Co-ordinator**

The Community Safety Co-ordinator (CSC) has the responsibility for gathering information and liaising with partners on issues relating to ASB. The CSC’s role involves the following activities:

- a. Arranging for referred cases to be considered by the DWF for action plans.
- b. Co-ordinating evidence to support applications for ASBO’s’ where appropriate.
- c. Monitoring partner data.

➤ **Acceptable Behaviour Contract Co-ordinator**

The ABC Co-ordinator has the following responsibilities:

- a. Delivering action plans agreed at DWF.
- b. Facilitating interventional behaviour.

2.6 Measures to Prevent ASB

NFDC's Lettings Policy

Applicants and Tenants will be qualifying persons and therefore entitled to apply to go onto the Housing Register unless they are deemed to be guilty of serious unacceptable behaviour

The following is an extract from the Lettings Policy:

“Applicants, Tenants or their household members who have been guilty of unacceptable behaviour serious enough to make them unsuitable to be Tenants of the Council or partner landlords, and who in the circumstances at the time of their application are considered to be unsuitable to be Tenants because of their unacceptable behaviour, will not be qualifying persons.”

“Unacceptable behaviour is defined as behaviour which, if the person was either a secure Tenant or a member of their household, would entitle a landlord to possession under grounds 1 to 7 of Schedule 2 of the Housing Act 1985. The Council will need to be satisfied in each individual case that the behaviour has been serious enough for a court to have granted a possession order if the applicant had been a Tenant of the Council and that, at the time of application, the applicant is still unsuitable to be a Tenant.”

Rewards Scheme

Over the coming year consideration will be given to the benefits of introducing a reward scheme within housing services. Designed to offer an enhanced service or benefits to Tenants that do not breach their Tenancy Conditions the reward scheme, if introduced, could lead to Tenants striving to obtain the enhancements on offer. Obviously any such scheme would require tenants to refrain from committing acts of ASB.

2.7 Legal and Non Legal Actions to Tackle ASB

Mediation

Mediation at an early stage by the HMO can be successful in resolving minor cases of ASB such as minor noise nuisance, boundary disputes, parking issues and animal nuisance.

Both the complainant and the alleged perpetrator need to agree to mediation, at which point the HMO will then convene a number of meetings in which both parties can express uninterrupted, their point of view, following which an attempt will be made to agree on common ground and seek a commitment from both parties. Such commitment might be, for example, "I won't play my music after 10.00 at night if you do not slam your doors".

All agreements reached are put in writing, with both parties keeping a copy.

There is an independent mediation service available through New Forest Mediation Service, which would again require both parties to commit to the process.

Working with other agencies – Divided We Fall Partnership

Certain cases of ASB will need to be addressed through a multi-agency approach, in which case the HMO will arrange for the case to be taken to the Divided We Fall Partnership meetings. The agencies involved in this partnership are:

- Police
- Local Authority Housing
- Social Services
- Locality Mental Health Teams (LMHT)
- Environmental Health
- Community Safety Co-ordinator
- Education
- Local Health representatives
- Housing agencies
- Hampshire County Council (Community Wardens)

Through this forum an appropriate set of actions can be agreed and implemented.

Acceptable Behaviour Contracts (ABCs)

An ABC is a written agreement between a person who has been involved in ASB and one or more local agencies, whose role it is to prevent such behaviour. ABCs are most commonly used for young people, but may also be used for adults.

The contract is agreed and signed at a meeting with the individual and the lead agencies involved. Where the person whose behaviour is at issue is a child or young person, parents or guardians will be requested to attend. It will specify a list of anti-social acts in which the person has been involved and which they agree not to continue.

Where possible, the individual should be involved in drawing up the contract. This may encourage them to recognise the impact of their behaviour and take responsibility for their actions. Legal action in the form of an Anti-Social Behaviour Order or Possession Order (if the young person is in social housing) should be stated on the contract where this is the potential consequence of breach. The threat of legal action provides an incentive to ensure that the contract is adhered to.

Support to address the underlying causes of the behaviour should be offered in parallel to the contract. This may include diversionary activities (such as attendance at a youth project), counselling or support for the family. It is vital to ascertain which agencies are already involved, especially where the individual is aged between 10 and 17 years.

Types of behaviour ABCs may be appropriate for

ABCs can be used to address a wide range of ASB, affecting other residents or passers by:

- Verbal abuse
- Criminal damage
- Vandalism
- Noise nuisance
- Writing graffiti
- Engaging in threatening behaviour in large groups
- Racial abuse
- Smoking or drinking alcohol while under age
- Substance misuse
- Joy riding

ABCs are unlikely to be appropriate in cases:

- of 'stalking', or similar cases where the perpetrator has become obsessed with the victim
- where mental health issues are a key factor
- where legal proceedings have been instituted
- where it is reasonable to assume the perpetrator's past behaviour indicates they will not respond to a mutual agreement

The flexible nature of ABCs allows for various agencies to take the lead according to the circumstances in each case. The threat of tenancy action is recognised as a powerful factor in their success. An ABC may be initiated by any agency involved with the individual or the victim. Other agencies involved with ABCs, either as signatories on the contract or in providing support to the individual and family, could be the Youth Offending Team (YOT), Registered Social Landlords (RSLs), Social Services, schools, and health services.

ABCs are an alternative to legal action and will often be sufficient to end the nuisance, as they aim to tackle the root cause of the behaviour as far as it is possible to do so. Where they are not successful, the documentation can be included as evidence in an application to the court. They will reinforce the Council's case that there is no alternative but to take legal action as all other means have failed. The effort to negotiate an agreement will strengthen the Council's case and make a successful outcome more likely.

Anti-Social Behaviour Orders (ASBOs)

The ASBO (Section 1 Crime and Disorder Act 1998, as amended by Police Reform Act 2002) is a community-based order. Such an order can be applied for by the Police, the Local Authority, British Transport Police (in the vicinity of premises policed by them) and RSLs (on or in the vicinity of premises owned by them) in consultation with other Agencies and is used to attempt to regulate the behaviours of an individual who acts in an anti-social manner. This is defined as behaviour that causes, or is likely to cause alarm, distress or harassment to one or more people not in the same household as that individual. The application is made to the Magistrates Court.

An application may be made to protect people from the acts of Anti-Social Behaviour irrespective of the local government area in which the initial acts took place. The court may make ASBOs for the protection of persons anywhere in England and Wales as necessary, without consultation of adjoining areas.

The orders are preventative and are intended to be used to put an end to persistent and serious ASB, which can make life a misery for a community. An ASBO can be made against anyone who is at least 10 years old and interim orders can be made pending a decision by the Court on the full application.

ASBOs may also be linked to other proceedings, both civil (in the County Court) and criminal (in the Magistrates/Crown Court). For example, an ASBO may be applied for in connection with possession proceedings or may be part of the sentence where an individual is convicted of criminal offences.

Any act committed by an individual and cited as the basis for an application for an ASBO will be disregarded by the Court if the individual can show the act was reasonable in the circumstances.

The Court may make orders lasting for a minimum of 2 years.

It is a criminal offence to breach an ASBO and on summary conviction (Magistrates Court) the Court may impose a maximum fine of £5000 or a period of imprisonment of up to 6 months. On indictment (Crown Court) the maximum period of imprisonment rises to 5 years and/or unlimited fine.

Injunctions

An injunction is an order of the court requiring a person to do or refrain from doing a particular act. In the case of nuisance, the order will usually require that the person refrains from acting in a particular way.

1. Anti-Social Behaviour Injunction

Under the Anti-Social Behaviour Act 2003, the Council is able to apply for injunctions to prohibit ASB. The persons conduct is such that it is capable of causing nuisance or annoyance, and it directly, or indirectly, relates to or affects the landlord's management of its housing stock.

Injunctions can be granted against ANY PERSON, whose behaviour could cause nuisance or annoyance to various 'specified individuals', including:

- anyone who has a right to live in property owned or managed by the landlord (e.g. Tenants, licensees, long leaseholders and their families);
- anyone who has a right to live in any other property in the neighbourhood (e.g. owner occupiers, Tenants of other landlords);
- anyone else lawfully in such property or in the neighbourhood (e.g. people visiting family or friends, using local facilities, working in the neighbourhood);
- staff employed in connection with the management of the landlord's stock.

The ASB need not have occurred in the vicinity of the landlord's housing accommodation, but must still need to be **related**, at least indirectly, to the landlord's management of it's accommodation. For example a landlord can apply for an injunction to protect a Tenant who has been regularly harassed by other residents of an estate even if the incident itself giving rise to the injunction application happened elsewhere.

2. Injunctions Relating to use of Housing for Illegal Purposes

An injunction may also be applied for against someone who has used, or threatened to use their housing for an illegal purpose (e.g. drug dealing or premises used as a brothel).

A Court may attach a power of arrest to the injunction, or exclude a person from specified premises or a specified area, where there is the use or threat of violence or a significant risk of harm to the 'specified individuals', as listed above. This could include emotional or psychological harm.

A **power of arrest** will be available in cases where there is a significant risk of harm, even if there has been no actual or threatened violence.

3. Other Injunctions against Tenants

If the behaviour of a Tenant is prohibited by the terms of a Tenancy Agreement then the Local Authority may seek an injunction on the grounds of a breach or anticipated breach of that Agreement. The court may exclude a person from a specified premises, or a specified area, and attach a **power of arrest** to any provision of the injunction if it sees fit.

The breach (or anticipated breach) of the Tenancy Agreement must relate to conduct which is capable of causing nuisance or annoyance to any person. The Tenant may have engaged, or threatened to engage in the conduct directly or have allowed, incited or encouraged another person to engage in such conduct. In addition, the conduct must include violence or the threat of violence or a significant risk of harm to any person.

The Council can also apply for injunctions in other limited circumstances.

Injunctions can broadly be divided into two types - 'final' and 'interlocutory'.

Final injunctions this is the final order made by the Court when all representations have been heard, and if the application is contested both sides will put evidence before the Court. The Court will then make a decision as to whether an injunction should be granted, and if so, in what terms

Interlocutory or interim injunctions are those made at a preliminary stage in a case before all matters have been heard. Interim injunctions are useful to prohibit nuisance in the short term, particularly when the power of arrest is attached. Where a claim for possession is to be made, an interim injunction may be requested at the time that proceedings are issued.

Power of arrest can be attached to an injunction, in certain circumstances as defined by statute.

In urgent cases where there has been violence, it is possible to make an ex-parte application to the court i.e. the defendant is not given notice of the court hearing. The Housing Act 1996, under section 152(7), allows the court to grant such an injunction where it considers it "just and convenient to do so".

The evidence required is similar to that which would be needed to seek possession of a property i.e. the Council would need to demonstrate that there had been a breach of Tenancy Conditions and that there had been no success in preventing the person from committing further breaches through informal remedies, or that the threat was so immediate and serious that informal remedies could not be used without a serious threat to others.

Time Limits

Injunctions are usually time limited, e.g. 3 or 6 months but may be longer in exceptional circumstances if ordered by the court.

Injunctions with Expedited Possession Hearing

In cases of very serious ASB where it is believed that the perpetrator is likely to make a nuisance of himself/herself, the Council can ask the Court for an Expedited Possession Hearing as long as it can show that it has served a Notice of Seeking Possession.

Breach of Injunction

If an injunction is imposed by the Court and an individual is found to be in breach of that order then the Council can report the breach to the Court and if the Court is satisfied beyond reasonable doubt that the terms of the order have been breached then it has the power to impose unlimited fine or a term of imprisonment of up to 2 years.

Demoted Tenancies

The ASB Act 2003 gives a new power to the Council, as housing authority, to apply for an order for demotion of a tenancy.

A Demotion Order has the following effect:

- The secure tenancy is terminated with effect from the date specified in the order. If the tenant remains in occupation after that date a Demoted Tenancy is created with effect from that date. It is a term of the Demoted Tenancy that any arrears of rent payable at the termination of the Secure Tenancy become payable under the Demoted Tenancy.

The court can only make a Demotion Order if it is satisfied that:

- The tenant or a person residing in or visiting the dwelling house has engaged or has threatened to engage in conduct to which section 153A or 153B of the Housing Act 1996 applies i.e. ASB or use of the premises for unlawful purposes, and that it is reasonable to make the order.

To obtain possession of a dwelling house let under a Demoted Secure Tenancy, the landlord must serve a Notice of Proceedings and obtain an order from the court. The notice must:

- a) state that the court will be asked to make an order for possession of the dwelling house
- (b) set out the reasons for the landlord's decision to apply for the order
- (c) specify the date after which proceedings for the possession of the dwelling house may be begun
- (d) inform the Tenant of his right to request a review of the landlord's decision and of the time within which the request must be made and
- (e) inform the Tenant that if he needs help or advice about the notice, or about what to do about the notice, that he must take the notice to the CAB, housing aid centre, a law centre or a solicitor.

A demoted Tenant may request the landlord to review its decision to seek an order for possession within 14 days of service of the Notice of Proceedings. The landlord must review the decision if the request is made on time and notify the Tenant of the decision on review and of the reasons for the decision.

Once the notice has expired the landlord is able to commence proceedings in the County Court.

The court must make an order for possession unless it considers that:

1. the requirements in relation to the notice of proceedings have not been met and/or
2. the procedure on review has not been followed.

Since the order is mandatory and there is no provision for postponement, delay or suspension of the order, the court only has discretion to delay possession for up to 42 days under Section 89 Housing Act 1980.

Possession Proceedings

In the case of Council Tenants, the strongest tool available to the Council is to enforce the Tenancy Terms and Conditions. The Tenancy Conditions specify the types of behaviour considered unacceptable, including acts of harassment and nuisance. If the terms of the agreement are breached, possession proceedings can be initiated against the Tenant, the first step of this process being the service of a notice in the prescribed format.

The notice served on the Tenant will specify whether the possession order is being sought for breach of an express clause in the Tenancy Terms and Conditions or on statutory grounds relating to nuisance and annoyance.

Breach of Schedule 2, 1985 Housing Act, as amended by 1996 Housing Act.

This sets out statutory grounds on which possession can be sought. These include the following:

Ground 2

The Tenant or a person residing in or visiting the dwelling-house:

- a) has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality; or
- b) has been convicted of:
 - using the dwelling-house or allowing it to be used for immoral or illegal purposes, or
 - an arrestable offence committed in, or in the locality of, the dwelling-house."

Ground 2A

The dwelling house was occupied (whether alone or with others) by a married couple or a couple living together as man and wife and:

- a) one partner or both of the partners is a Tenant of the dwelling house;
- b) one partner has left because of violence or threats of violence by the other towards:
 - that partner, or
 - a member of the family of that partner who was residing with that partner immediately before the partner left, and
 - the court is satisfied that the partner who has left is unlikely to return.

Ground 3

The condition of a dwelling house or any of the common parts has deteriorated owing to acts of waste or the neglect or default of, the Tenant or a person residing in the dwelling house.

2.8 Staff Training

The success of the ASB policy and proper implementation of the supporting procedures depend to a large extent on the knowledge and confidence of the staff implementing them.

Staff will be well trained and encouraged to take responsibility for achieving the Council's aims in responding to reports of ASB.

The Senior Housing Management Officer (SHMO) will take a lead role in the coaching and developing of staff so as to equip them with the skills, knowledge and confidence to respond promptly with their investigations and any sanctions.

Liaising with other agencies will be encouraged, to develop skills and knowledge.

Training needs will be met through in-house tuition or through external training providers. Staff will be encouraged to keep up-to-date with developments in the field of ASB and encouraged to attend multi-agency partnerships to share information and develop good practice.

2.9 Monitoring outcomes of actions taken to tackle ASB

To ensure that NFDC are using the appropriate tools and actions available and thereby effectively tackling ASB within the community, regular monitoring will take place. This will be the responsibility of the Senior Housing Management Officer, the designated officer with responsibility for an overview of NFDC's approach to ASB issues.

All reported cases of ASB will, after closure, be followed up by the responsible officer to ascertain whether the case was successfully dealt with. Information and feedback obtained through this process will be used to inform the annual review of the ASB policy and procedure statements.

Performance reporting will be on a quarterly basis, which will include an assessment of the costs incurred in dealing with ASB to ensure that a value-for-money approach is taken in dealing with issues.

2.10 Review

The Anti-Social Behaviour Policy and Procedures will be reviewed on an annual basis, with the first review being conducted during January 2006. This process will be lead by the Senior Housing Management Officer in conjunction with the Housing Estates Manager and will be carried out in consultation with all relevant stakeholders.

The review will take into account any changes in statutory guidance, will develop and build on any identified good practice and incorporate any issues uncovered through the monitoring process.

3.0 Statement Of Procedures on Anti-Social Behaviour

3.1 Introduction

These procedures are intended as guidelines for Housing Management Officers and are to be followed in the majority of ASB cases. There will no doubt be cases that arise which will require a more individual assessment as to the action that is required.

Within the New Forest the majority of the ASB cases reported are of a relatively minor nature. These procedures have been tailored to guide Officers through these varying levels of nuisance and identify when it may not be an appropriate use of resources to pursue cases.

The key factor to determine, when dealing with ASB, is defining what actually constitutes ASB – it is generally accepted that it must be something that is likely to inconvenience anyone (i.e. the average person) not just the exceptionally sensitive.

3.2 Receiving and recording a complaint

People making nuisance complaints are likely to have already suffered stress and maybe in a disturbed state. It is therefore important to adopt a sympathetic and understanding approach to ensure that complainants feel that their problem is being taken seriously.

A complaint may be received by telephone, letter, e-mail or personal contact and may be received from another agency.

When a complaint is received it must be recorded on the Nuisance Complaint Monitoring Form on the day the complaint is received. This form details the following information:-

- Date of complaint
- Method of complaint
- Name & address of complainant and perpetrator
- Whether violence or threats of violence are involved
- The main issue involved in the dispute
- Immediate action taken, proposed action and the outcomes

The Housing Support Assistant will log the complaint on the nuisance spreadsheet (J drive) for monitoring purposes and then pass to the appropriate HMO to decide on the next course of action.

3.3 Investigating the Complaint

In the majority of cases which involve council Tenants, it will be appropriate for the Housing Management Officer to visit the complainant. This should be carried out within 10 working days or in serious cases (examples of which are: intimidation, harassment, threats of or actual violence, extreme verbal abuse), within 5 working days of receiving the complaint.

On the home visit the HMO needs to explore the following issues:

- The type and level of nuisance
- How long the nuisance has been ongoing?
- Whether it is continuous or intermittent?
- Whether it is affecting one person or a number of people
- Whether it is affecting the complainant's ability to enjoy their home?
- Whether it is causing a health and safety hazard?
- Whether the complainant has spoken to the perpetrator?
- Whether the Police or any other organisations are involved?
- Whether there was anyone else present who would be willing to act as a witness?

Following this discussion, an initial assessment will be made by the HMO who will advise the complainant as to the next course of action, which could range from advising the complainant to speak to the perpetrator, to organising mediation, to initiating the collection of evidence to support legal action through the issuing of Nuisance Diary sheets.

The HMO will confirm in writing to the complainant their understanding of the issue, what action they have recommended and the timescales in which they envisage action being taken. The letter should also include details of any other advice given such as advising the complainant to report incidences to the Police or seeking to take their own legal action. This letter should be sent within 2 working days of the visit.

The HMO also needs to assess the support needs of the complainant and arrange for the appropriate support to be provided.

Such support could be referring the case to the Housing Needs Team for consideration to be given to an application under the Sanctuary project, whereby panic alarms could be installed and extra security fitted to the property.

If there are language barriers, arrangements should be made to access interpreters and for documents to be translated.

Regular contact should be maintained by the HMO (a minimum should be once a fortnight).

Additional support may also be arranged through the Police, Social Services and Floating Support.

Guidance should be given as to how complete Nuisance Log Sheets, on court proceedings and giving evidence.

It may be necessary, in cases of serious ASB to organise emergency repairs.

If the allegation is not against a council Tenant then the matter needs to be referred to the appropriate organisation, such as the Police, Social Services, Environmental Health, Planning, etc. Such referrals should be made within 5 working days and the complainant informed of the action taken in writing.

3.4 Options to Deal with Anti-Social Behaviour

Limited intervention

It is often appropriate for the complainant to speak to the perpetrator in cases such as minor noise nuisance, boundary disputes, parking issues and animal nuisance. The HMO will explore with the complainant how they may wish to tackle this and advise of compromises that may have to be made in order to achieve a resolution to the problem.

In non-severe cases such as those listed above, it may be sufficient with the complainant's consent for the HMO to send a letter to the perpetrator requesting that they refrain from committing acts of ASB.

To Take No Action

In cases of for example, untidy gardens, it may have to be communicated to the complainant that whilst it is recognised that there may be issues of differences in lifestyles and standards, if the perpetrator has not responded to a letter, then the level of 'nuisance' that exists at that time may not warrant any further action by the HMO.

It may also be decided to take no further action if initial investigations reveal that the information given has not been accurate.

Mediation

In cases where communication between the two parties has broken down completely and the sending of a letter appears inappropriate or has already been sent and ignored, then mediation could be offered by the HMO as a possible solution. Such cases would be minor 1-2-1 disputes.

In organising mediation the HMO will be responsible for enabling each party to express their views uninterrupted and to seek common ground. The HMO will be responsible for determining the setting for the meetings which preferably should be a neutral venue, the number and frequency of meetings required.

Any agreements reached through the mediation process should be put in writing by the HMO with a copy then being given to both parties.

Independent mediation can be arranged through the New Forest Mediation Service. Authorisation needs to be obtained from the Housing Estates Manager and a referral made using the standard form. Examples of cases that could be referred to this service are those where both parties have refused to co-operate or to take up the offer of HMO mediation and where legal action is not deemed appropriate.

Involving Other Agencies

Following the HMO's initial assessment of the case, it may be apparent that there is a need to involve and consult with, other agencies in order to resolve the situation. In such cases it is likely that the complainant has been issued with Nuisance Log Sheets which have been completed and returned to the HMO. These should enable the HMO to refer the matter to the relevant Divided We Fall partnership meeting and engage the assistance of one or more of the following agencies

- Police
- Probation
- Youth Services
- Social Services
- Locality Mental Health Teams (LMHT)
- Environmental health
- Planning
- Community Safety Co-ordinator
- ABC Co-ordinator

Action plans are agreed through these meetings and the HMO will need to keep the complainant informed of progress in these areas, taking into account any sensitive or confidential issues.

Acceptable Behaviour Contracts (ABCs)

In cases involving individuals another course of action to explore through the Divided We Fall meetings is the setting up of an Acceptable Behaviour Contract (ABC). This is a voluntary agreement between a young person aged over 10 and the Local Authority /police/housing provider, not to behave in a certain anti-social way. This allows for intervention before the behaviour becomes intolerable. (see separate procedure for the setting up of an ABC).

ABCs are co-ordinated and monitored by the ABC Co-ordinator. Breaches of the ABC should be reported to the HMO or ABC Co-ordinator who should then raise it for discussion and recommendations at the DWF partnership.

Types of cases which should be considered for ABCs could include:-

- verbal abuse
- criminal damage
- vandalism
- noise nuisance
- writing graffiti
- engaging in threatening behaviour in large groups
- racial abuse
- smoking or drinking alcohol while under age
- substance misuse
- joy riding

Anti-Social Behaviour Orders (ASBOs)

In cases where ABCs have proved unsuccessful or the level of nuisance warrants it, the DWF Partnership may take the decision to pursue an Anti-Social Behaviour Order (ASBO).

ASBOs may run alone, or in conjunction with a Possession application. ASBOs carry up to a 5 year prison sentence if breached (see separate ASBO procedure).

Injunctions

In serious cases of ASB, examples of which are intimidation, harassment, threats of or actual violence, extreme verbal abuse) consideration should be given to the obtaining of an injunction. (See separate Injunction Procedure).

Demoted Tenancies

In cases where Anti-Social Behaviour has gradually been increasing in frequency or seriousness, where other non legal actions have been explored and failed to rectify the situation and where there is the possibility the problem could escalate, the HMO should consult with the Housing Legal Officer (HLO), Legal Services and the Housing Estates Manager (HEM) and pursue an order for a Demotion of Tenancy. (See separate procedure for Demoted Tenancies).

Possession Proceedings

NFDC can only pursue possession proceedings through the County Court to recover a property if a breach of the Tenancy Agreement has occurred.

To pursue court action extensive evidence is required and the HMO will need to be satisfied after consultation with the HLO, Legal Services and the HEM that all other options have been considered before such action is taken and that sufficient evidence is available.

Evidence may be collected through the use of Private Investigators, with the approval of the Housing Estates Manager. RIPA forms must be completed for the surveillance to be approved which needs to be granted by an Assistant Director.

3.5 Closing an ASB case

When a case has been resolved or can be pursued no further, all parties are advised in writing and the spreadsheet updated by the Housing Support Assistant with the relevant outcome code.

The Housing Support Assistant will then send out a questionnaire with a covering letter to establish whether the complainant was satisfied with the outcome and service provided by NFDC.

Supporting Procedures and Documents

The Statement of Procedures for dealing with ASB is supported by the following detailed procedure guides and documents:

Procedure Guides

- Anti-Social Behaviour Contracts
- Anti-Social Behaviour Orders
- Management Transfers
- Demoted Tenancies
- Possession Proceedings
- Obtaining Injunctions

Documents

- Nuisance Complaint Sheet
- Diary Log Sheet
- RIPA form
- Demoted tenancy application
- New Forest Mediation Service Referral Form
- Closing Questionnaire

Useful Information

The following publications and websites provide useful information on the ASB Act and the tools to deal with ASB.

The Anti-Social Behaviour Act 2003 - Part 2
Anti-Social Behaviour Fact-Sheet 1
(Office of the Deputy Prime Minister)

Housing Injunctions available under the Housing Act 1996
Anti-Social Behaviour Fact-Sheet 2
(Office of the Deputy Prime Minister)

Demotion Orders
Anti-Social Behaviour Fact-Sheet 3
(Office of the Deputy Prime Minister)

Possession Proceedings
Anti-Social Behaviour Fact-Sheet 4
(Office of the Deputy Prime Minister)

Social Landlords Crime and Nuisance Group
slcng.org.uk

crimereduction.gov.uk

homeoffice.gov.uk

together.gov.uk

legislation.hmsso.gov.uk

SUMMARY

ANTI-SOCIAL BEHAVIOUR POLICY AND PROCEDURE

NEW FOREST HOUSING LANDLORD SERVICES

As dictated by the Anti-Social Behaviour Act 2003 all local housing authorities are required to prepare and publish policies and procedures in relation to Anti-Social Behaviour. In addition to a Statement of Policies and Procedures an associated Summary must be published. This document is a Summary of New Forest District Councils' Anti-Social Behaviour Policy and Procedures.

Who does the Policy and Procedure apply to?

All Tenants and leaseholders of New Forest District Council and the wider community where it impacts upon our housing management function.

What is Anti-Social behaviour?

Anti-Social Behaviour covers a wide range of activities. Any of the following could constitute such behaviour:-

- Harassment
- Domestic violence or abuse
- Intimidation
- Verbal abuse
- Criminal behaviour
- Noise nuisance
- Drugs, alcohol and solvent misuse
- Lack of control of pets and animals
- Use and misuse of gardens
- Damage to property
- Nuisance from vehicles
- Nuisance from business use
- Boundary disputes
- The dumping of rubbish or misuse of communal areas

How will we deal with Anti-Social Behaviour?

All reports of nuisance and Anti-Social Behaviour will be taken seriously, reported incidents investigated and when necessary, the appropriate action will be taken. Actions that can result from proven Anti-Social Behaviour can include:-

- Mediation
- Formal action under the Tenancy Conditions that could ultimately lead to an eviction
- Anti-Social Behaviour Contracts
- Anti-Social Behaviour Orders
- Injunctions
- Demoted Tenancies

How will individual complaints be dealt with?

A procedure for dealing with complaints regarding Anti-Social Behaviour has been developed and will result in the following actions:-

- On receipt of a complaint a visit will be made by a Housing Officer to the person complaining within 10 working days. (In the case of serious complaints this will be within 5 working days).
- An assessment will be made by the Housing Officer as to what action should be taken as a result of the complaint. The person who complained will be contacted by letter within two working days of the visit and advised of the action being taken.
- The collection of evidence is an essential part of the process and the person complaining may be required to assist the Housing Officer in collecting sufficient evidence to enable enforcement action to be taken. The person complaining will be given support and assistance in this process.
- Regular contact will be kept with the person complaining to advise them of progress. Once the case is resolved or no further action can be taken, the person who complained will be advised in writing giving the reasons.

Copies of the full and detailed Statement of Policy and Procedures for dealing with Anti-Social Behaviour can be obtained by contacting the Senior Housing Officer, Mrs Julie Lelean on 023 8028 5208 , or via Email: Julie.Lelean@nfdc.gov.uk or by writing to Housing Landlord Services, Appletree Court, Lyndhurst, Hampshire, SO41 7PA. Copies are also available on the Council's Website www.nfdc.gov.uk