

Antisocial Behaviour

Version: 3.6

Document Owner: Head of Service Improvement

See also: Hate Crime Policy, Noise Policy, Data Protection Policy

Date last reviewed: June 2023

Date due for next review: June 2026

This Policy will be applied in a way that will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Version number	Amendment	Amended by	Date
1.1	Added section on Pre-Court Action Protocol.	Annette M	14 th April 2016
1.2	Added reference to changes to applying for warrant process.	Annette M	28 th Feb 2017
1.3	Added appendix 8 Protocol/KBA for vandalism and damage to communal areas.	Annette M	27 th June 2017
2.0	Reviewed policy, with Enforcement Team Leader.	Annette M	15 th May 2019
3.0	Three yearly review of policy, taking into consideration Ombudsman recommendations from Spotlight on Noise.	Annette M	8th June 2023
3.1	Following review by Clarke Wilmot.	Annette M	24 th August 2023
3.2	Tweaked definition and also added reference to cannabis and hate policy	Annette M	31 st October 2023
3.3	Updated following Ombudsman determination to reflect approach to reports of misuse of bin stores etc.	Annette M	4 th June 2024
3.4	Updated following ombudsman determination where there was criticism for not documenting decision making process around options for managing ASB.	Annette M	31 st July 2024
3.5	Changed reference from Community Trigger to ASB case review.	Matthew M	4 th July 2025
3.6	Included sections about what we have put in place to prevent ASB and a clearer section about our response times.	Matthew M	23 rd October 2025

1. Purpose

The purpose of this document is to provide guidelines to the Trust on the management of alleged or actual antisocial behaviour (ASB), whether this is affecting our residents or property, or perpetrated by any resident of the Trust.

2. Policy statement

Newlon is committed to dealing with antisocial behaviour and will take prompt, appropriate and decisive action to deal with issues before they escalate. We will work with relevant partners (e.g. local authorities and police) when necessary.

Where residents cause persistent problems and do not respond to the concerns being raised about their behaviour, we'll use whatever powers and remedies are available. If necessary, we will take court action which could lead to eviction. But we will always make sure that our actions are proportionate.

We ensure that our tenancy agreements are clear and reflect the responsibilities of residents.

When managing ASB reports, staff will need to take a proportionate and non-biased approach, ensuring that those reporting ASB and those who have had allegations made against them are treated fairly and the evidence provided will determine the approach taken. Those reporting ASB should be treated with respect and empathy.

In the first instance reports of noise will generally not be treated as ASB unless it meets threshold outlined in 3.1

We're committed to responding swiftly to reports of antisocial behaviour, especially in emergency situations. While our 2-ten response standard outlines our general approach, we prioritise urgent cases to ensure residents feel safe and supported when it matters most.

3. Definition

3.1 Antisocial behaviour includes a wide range of unacceptable behaviour that affects the quality of life for residents or others living or working in the community. There is a distinction between statutory nuisance and non-statutory nuisance.

3.2 Antisocial behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' ([Antisocial Behaviour Act 2003](#) and [Police Reform and Social Responsibility Act 2011](#))

3.3 Below we list some of the things we consider to be antisocial:

- Domestic violence and abuse (see Domestic Violence policy).
- Physical violence.
- Hate-related incidents (e.g., based on race, sexual orientation, gender, disability or belief – also see Hate Crime policy).
- Verbal abuse, harassment, intimidation or threatening behaviour.
- Vandalism and damage to properties.
- Prostitution, sexual acts or kerb crawling.
- Criminal behaviour - including the use of cannabis, or other illicit substances, where this provided evidence of this to Newlon).
- Misuse of communal areas, public areas or loitering.
- Noise – including excessive loud music, including musical instruments, music played at unsociable hours, banging, shouting, DIY at unsocial hours, loud parties, frequent visitors at unsocial hours.
- People gathering in communal areas causing an obstruction, excessive noise, smoking, drinking and littering.

Incidents that are regarded as hate incidents whilst counted as ASB, our approach is outlined in the Hate Policy.

3.4 What is not antisocial behaviour?

We would not normally consider behaviour which results from different lifestyles or may not be considered unreasonable by most people as antisocial behaviour. The issues listed below are generally not considered to be antisocial behaviour:

- Cooking smells.
- DIY in reasonable hours.
- Minor car repairs.
- People gathering socially.
- Someone parking lawfully outside your home.
- Civil disputes between neighbours (e.g. boundary issues or shared driveways).
- The smells associated with the use of cannabis, where this is not supported or evidenced by 3rd party agencies.
- Noise – reported in the first instance shall not be regarded as ASB unless falls under definition in 3.1.

If any of the above examples are found to be having a harmful impact on a person because they are vulnerable, then we'll investigate further. These would then need to follow the routes described below.

Residents have the right to quiet enjoyment without interference from their landlord, where there is minimal evidence of actual ASB, Newlon will not contact the resident against whom the allegations have been made.

4. Procedure

4.1 First contact

If a person reports antisocial behaviour the staff member should check against Newlon's definitions to ensure that the behaviour/incident being reported falls under this definition. Reports of hate crime and noise should be recorded in line with those policies. The Service Centre Advisor (SCA) should inform the person reporting the matter what team it is being passed to and that they will then be in contact.

4.2 Who can report ASB?

- Newlon residents.
- Non-Newlon residents affected by a Newlon resident's behaviour.
- Staff and concierge who witness or have reported to them incidents of ASB.

4.3 Advice to person reporting the ASB

The SCA should make clear who the action/case has been passed to, when they will be contacted (only where this is required see 4.5 for more details) and what will happen next. Newlon's principles of 2:10 apply.

If the ASB reported is in relation to a neighbour nuisance, the SCA should ask the person reporting the matter whether they have approached the neighbour to make them aware that they are being affected by their behaviour. This may not be appropriate in all ASB matters, particularly where this may exacerbate the situation.

In addition, the person should be asked whether this has happened before, to get an idea of whether this is a one-off or a regular event.

4.4 What action should the person be advised to take?

- If the ASB matter is a criminal matter, then the SCA should advise the complainant to call the Police on 999 for emergencies or 101 for non-emergencies.
- For confidential and impartial advice on reporting crime you might want to contact Victim Support.
- If it is related to noise nuisance, you should be advised to contact the local authority to report this also.
- If it is ASB and there is a known perpetrator, the complainant should be advised to keep diary sheets (following the guidance) and return these to Newlon on a monthly basis.

4.5 If the person reporting the ASB wishes to remain anonymous

If a person contacts Newlon to report ASB but does not wish to be identified, then the case should be logged in the following manner, selecting Anonymous ASB complainant on Dynamics as the Customer.

It should be made clear that as they want to maintain anonymity, there will be no mechanism for feeding back on the case to them.

4.6 ASB cases raised by Newlon staff

If a member of staff wishes to report an ASB matter, then they should speak to the Investigations Team in the first instance. If not previously recorded, it should be agreed with the Investigations team, then it should be logged with the person record showing as Investigations Team Newlon as the customer.

4.7 Logging a case

Before logging any new case, the SCA should check the person record of the person who is reporting the matter, or if they are not a Newlon resident, then the address/scheme to where the ASB reported relates to, to see if there is an existing record. Where the incident occurred on a different date to when it was reported this should be recorded in the notes, the date reported will be the date that drives any next actions.

Where there is an existing record, the SCA should open this and create a new task setting the due date to be in two days' time and the owner to be the same as the case owner. This should only be done where there is an action required.

Where a case has been initially logged as a noise report and after investigation it is believed to be an ASB case, then the noise case should be closed and a new ASB case opened. This should be linked to the original case, to show how initially investigated (see Noise Policy for details).

4.8 Who should it be assigned to?

If there is not a case already and if it meets Newlon's definition then this should be logged on Dynamics, there are two routes that the cases can take:

- ASB – where there is a known perpetrator – these will be largely routed to the Investigations Team.
- ASB - where there is no known perpetrator - these will be routed to the Neighbourhoods Team.

Where the identity of the alleged perpetrator could be found by taking reasonable steps such as checking the CCTV or checking with neighbours, this should be undertaken, the timescale will depend on the severity of the incident. Where it is unlikely that the perpetrators will be known even after checking the CCTV, e.g. in incidences of prostitution occurring in the common areas, then this course of action will not always be undertaken.

The exceptions are:

- Items left in communal areas, parking and graffiti – these should always be routed to the Neighbourhoods Team in the first instance who will manage these regardless of whether perpetrator is known or unknown.

Where there is no existing record, you can create a new record by going to the person record and clicking 'Log New > ASB'.



This will open a new Case form, with the 'Log ASB Details' BPF (Business Process Flow):

As usual you will need to complete all of the mandatory fields marked with an *, and also check the pre-populated data is correct.

The last field on the first stage of the BPF is 'Company' this is used to specify whether the Case should be assigned to Outward rather than Newlon.

Once the first stage of the BPF is complete; click 'Save'. At this point the system will decide if an Estate Action is required and may add a third stage to the BPF.

Next Stage Click 'Next Stage' to proceed through the BPF:

On the second stage there is a field called 'alleged perpetrator': this is a lookup field to a person record. Use this field if the perpetrator is explicitly known i.e. if they are identifiable as a specific individual person (for an issue relating to gangs this can be any known person from the group).

If no estate action is required you can now click 'Finish' and then 'Save and Close' at the top of the case form. This will then automatically be routed to the appropriate team.

If estate action is required you will need to click 'Next Stage' and select the estate action record.

This will then take you to the estate action form

Here you will need to complete a few extra fields that are required for the Estate Action record.

Once completed click 'Finish' and then 'Save and Close' at the top of the case form. This will then automatically be routed to the appropriate team.

4.9 Reassigning the case

Where the perpetrator becomes known during the management of the case, then the ownership of the case will need to be changed, from Neighbourhoods to Investigations. In addition any outstanding tasks will need to be reassigned or a new task assigned for communicating with the person who has reported the matter and the advice/action plan.

4.10 Communication with resident reporting the ASB

It should be made clear from the onset what we regard as ASB and what we do not (as outlined in 3.1).

The level of communication will be dependent on what the ASB being reported is. It is important to be clear with the person reporting the issue what is within Newlon's powers to do and what we will require in order to take any action. An important part of managing an ASB case will be to manage expectations and ensure it is clear how often that the resident reporting the ASB will be provided with an update. There may be some types of ASB that we do not provide an update on, (see below).

For example, in order to approach a resident about loud music being played, we would require completed diary sheets/evidence from local authority noise patrol etc.

We should in the initial letter/email out to the resident make clear how often they should be updated. Largely estates matters will be acknowledged by letter/email to telephone call, depending on the nature and then noted in the task, what action was taken. There is no 10-day formal response.

Examples include:

- Storing/dumped items/rubbish in communal area – we won't acknowledge, instead we will just action, and will only write if the property is not going to be inspected and ticketed.
- Littering or graffiti in communal areas - we won't acknowledge this, and instead just action.
- Gardens – the severity of issue will determine what action is taken.

4.11. Reports of rough sleepers or prostitutes in the communal areas

These will be managed by the Neighbourhoods team, who will be responsible for investigating which may involve the following actions depending on the severity and regularity of the incidents:

- Check CCTV.
- Arrange for concierge/inspection team to visit and report on any damage.
- Contact the safer neighbourhoods' team where there is alleged criminal activity.

Depending on the severity/regularity of the incidents we would communicate with residents, particularly if there was any tailgating for example which the residents could assist with. Where appropriate Neighbourhoods will speak to Property Services to agree what repairs or improvements are required in carry out repairs or replacements to minimise the risk of this behaviour reoccurring.

Where the issue continues, then joint meetings with Investigations, Neighbourhoods and Property services will be held to look at any identified hot spots and agree an action plan to remedy this.

5. Confidentiality

- 5.1** It is vital that only the relevant information is logged on the ASB record and against the correct person, so it's clear who is reporter and who the perpetrator is and this should be evident when looking at the person records/cases.
- 5.2** In particular, it is essential that records of interactions around ASB with complainants are stored against the complainant's file rather than the perpetrator's, as the perpetrator could request a copy of their file at any point, for any reason.

- 5.3 Likewise, data belonging to a third party (e.g., a witness or neighbour) should not be recorded on the complainant's or perpetrator's file, as this could be deemed as unauthorised disclosure and a breach of the Data Protection Act.
- 5.4 If information relating to a 3rd party is saved against another person's record, it should be made clear in the notes if this should not be disclosed in the event of a Subject Access request.
- 5.5 The Investigations Officer or any other member of staff that is involved must ensure the strictest confidentiality is always maintained.
- 5.6 The complainant must also be made aware however that we cannot guarantee complete anonymity in cases where the complainant wishes for us to approach the perpetrator, because the perpetrator may be able to deduce who the complainant is.
- 5.7 All actions within the action plan must be agreed with the complainant, and this becomes especially important where the complainant wishes to remain anonymous – however, our ability to resolve the case may be significantly impaired if this is so.

6. Record keeping

It is vital that there is good and up to date record keeping and that notes are recorded in a factual and professional manner. Standard letters should be used wherever possible.

7. Follow up actions to be taken.

Investigations Team

- 7.1 All residents reporting ASB will be treated with respect and ensure that the language used in communicating with residents is clear, non-judgemental and shows no bias. This should be regardless of whether this is the first report for the resident or not.
- 7.2 What actions that can be taken will be determined by the nature of the incident, the severity and frequency, what supporting evidence that has been provided, this includes witnesses. In addition, what the complainant wants will need to be taken into consideration.
- 7.3 Newlon will need to take into consideration the vulnerability of both the complainant and the alleged perpetrator and the impact that this report(s) of ASB is having on them. Newlon will need to consider whether there are any reasonable adjustments that need to be taken into consideration when deciding on the appropriate action to take. If either party is thought to be vulnerable and there is no flag on dynamics, the Investigations Officer should consider making a referral to the Tenancy Sustainment Officer. Their role would be to work with the resident regarding the situation, referring to 3rd party agencies where required, as well as providing support to the colleague managing the case.
- 7.4 The Investigations Team will need to make an assessment of risk for the complainant in terms of whether they are in immediate danger or under threat of serious harm.
- 7.5 In some instances, the ASB will be because of cuckooing and the perpetrator will not necessarily be the resident, but they will be the visitor, and this should be considered when deciding on course of action.

Cuckooing is a form of action, termed by the police, in which the home of a vulnerable person is taken over by a criminal in order to use it to deal, store or take drugs, facilitate sex work, as a place for them to live, or to financially abuse the tenant. The practice is associated with county lines drug trafficking.
- 7.6 Where the alleged perpetrator is under 18, the parent/guardian should be contacted first.
- 7.7 If there are any concerns around Safeguarding (see Adult and Children Safeguarding policies for more details) then this should be reported to the appropriate Social Services department.
- 7.8 Where there are counter-allegations these will need to be considered as part of the whole picture, when assessing the case, whilst they must be investigated, they should not always be allowed to detract from the original complaint.

8. Advice/action plans

- 8.1** Where the case has been logged as ASB by the Investigations team, any advice provided, or action plan must be sent to the complainant clearly outlining what actions (if any) both the complainant and Newlon will be responsible for. Where there are actions, these should have a timescale, which the Investigations Officer is responsible for monitoring.
- 8.2** The officer managing the case is expected to ensure that all correspondence around the case is added to the case records, any inspections and telephone conversations are documented, and appropriate notes made. All noise recordings should be reviewed and be stored on the App and can be downloaded as a zip file when required onto the case.
- 8.3** Possible actions for the person reporting ASB:
- Report any noise nuisance (not household noise) to the local authority Noise Patrol, keeping reference numbers.
 - Complete diary sheets, this should include details of any nuisance and not household noise, clearly stating the type of noise, the time and date and how long it continued for. Once received they will be reviewed by the officer managing the case. Where diary sheets are received that do not include this information they will be acknowledged and advised that they cannot be used as evidence. It is important that diary sheets have the requisite detail and can be relied upon in any legal proceedings, should the need arise later on. Equally if the information included on the diary sheets is not ASB and is household noise, this will be made clear.
 - Report incidents to police where it involves criminal activity. Where this has been done the relevant crime reference numbers will be required. This will assist if it is necessary to seek police disclosure.
 - Registering and recording noise on the Noise App. (Income and Investigation Manager to send link for Noise App to person reporting ASB.) Upon receipt of recordings these should be reviewed, where the recordings do not provide clear evidence of noise or ASB then this should be made clear to the resident.
 - Video evidence such as from a ring doorbell.

Possible actions for Newlon:

This will vary depending on the nature and severity of each case – the table outlines when these actions are likely to be taken (all decisions around these options should be documented to show how they were reached taking into consideration severity, regularity etc.)

Action	Level of ASB
Send letter/contact/visit the alleged perpetrator – the method used will be decided by the team dependant on the nature of the ASB reported. This should be done within 10 days.	All cases
Request disclosure from police where there has been criminal activity.	Where there has been serious criminal activity e.g. acts or threats of violence.
Provide an update at agreed intervals – again this will depend on severity and regularity of any ASB.	This will be determined on a case by case basis, so it would be a fortnightly/monthly update. In serious cases but make it clear that some cases will need more regular updates.
Gather evidence in order to make assessment of case to determine what action can be taken and whether there is sufficient evidence to demonstrate a breach of tenancy.	All cases.
Professional Witnesses.	These will only be used in exceptional circumstances to gather independent evidence, where there is no other means and

	the nuisance is assessed as being potentially serious.
CCTV – in some schemes, there are CCTV cameras and these can be checked if there are precise details about the timings of the incident. Again this will be guided by the severity and impact of the ASB reported. In exceptional circumstances Newlon will consider installing additional CCTV for a defined period on condition it is compliant with GDPR principles.	This will be in cases where there has been damage to communal property, incidents of violence.
Security Control	They will be used on ad-hoc areas where there are ASB hot-spots. This will only be used on estates. They will be contacted if it is thought they could provide evidence relating to the ASB reported.
Contacting neighbours	This will be considered and assessed on a case by case basis, depending on the nature of the ASB reported. The impartiality of neighbours will need to be considered as well as the impact it may have on them.
Noise monitoring	This will be used in exceptional circumstances, and never in cases where it is household noise being reported. It will only be considered in conjunction with other sufficient evidence received.
Mediation	This will be considered in situations where noise has been reported but not considered statutory nuisance. It is likely to be more successful if both parties are willing to participate.
Acceptable Behaviour Contract (ABC)	These are usually used when dealing with young people or where there are a number of behaviours that are unacceptable.
Referring to 3 rd party agencies	This could be for either the complainant or alleged perpetrator and could include social services, mental health support services.
Starter Tenancy Review	Depending on severity of ASB, where the perpetrator is on a Starter tenancy this could potentially be extended or terminated, on condition there is sufficient evidence (see Starter Tenancy policy for further guidance);
Civil Injunction - this can be used in addition to mandatory possession, or if the person responsible is not a tenant but a household member.	Used in cases of threats of violence/stalking, where there is sufficient evidence and police involved.
Possession proceedings – this could be a Notice of Seeking Possession and/or commencement of proceedings.	This can only be used in cases where there is strong supporting evidence, witness statements, CCTV footage, police reports. If this is pursued the Investigations Team will need to ensure that they follow the Pre-Action Protocol and carry out a Public Sector Equality Act Assessment.

Liaison with police around obtaining Criminal Behaviour Order or Closure Orders.	This would be used in the following types of cases - drug dealing, cuckooing, violence.
Liaison with local authority around obtaining a Community Protection Notice.	This would only be pursued in case of persistent ASB perpetrator.

9. Estates

The Estate Action record that is created does not need to be worked in the same way as a case record. Estate Action records will usually auto-send emails to contractors (for cleaning/ gardening/ etc.)

If these contractors have questions, they may come back to you (or your team) for clarification. Otherwise the work will be done without further input from you.

During their routine inspections the Estate Inspectors will see all of the Estate Actions for an area. Once the work has been successfully completed they will mark the Estate Action as 'Resolved'.

10. Data protection

(Please see Data Protection Policy for more information).

11. Case management

The Investigations and Neighbourhoods team should have a dashboard showing all cases assigned to the team or members of the team.

All new cases will automatically generate 2:10 acknowledge and respond tasks, these will appear on your dashboard under 'Activities' but will be assigned to the owner of the case.

Once marked completed these tasks they will update fields on the case form:

Stage Information

ACKNOWLEDGMENT

Acknowledgement Due
14/11/2018 12:04
Acknowledged?
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Date Acknowledged
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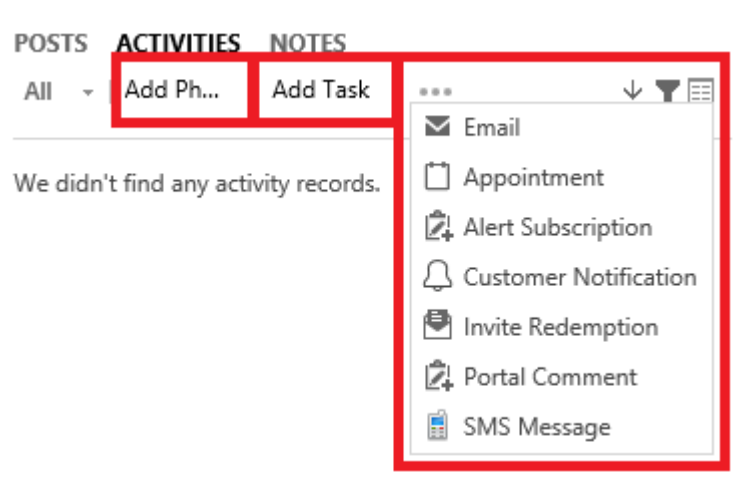
RESPONSE

Full Response Due
26/11/2018 12:04

Date Responded
--

For any 'Action' that happens in relation to a case there is an 'Activity' record that can be used to record it:

The 'Task' activity type is for specifically for **'anything that does not fit into another activity type'**.



Every three months a Task will be automatically generated to 'Review the case'.

This can be brought forward by changing the 'Resolution Due' field near the bottom of the form.

Resolution Due

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Investigations Officers are expected to review their cases regularly. Any cases over six months old will be reviewed by the Investigations Manager (or senior) noting actions/comments on the case.

11.1 Involvement of external agencies in reviewing cases

There are two types of review for external parties :

ASB case review

The ASB case review is a mechanism introduced in the Anti-social Behaviour, Crime and Policing Act 2014 whereby the complainant can request that their case be reviewed if a threshold is met. The threshold will be determined at Local Authority level, but must be set no higher than at three complaints made by the victim within a six month period.

Local Authorities can approach the Trust to request information if the ASB case review has been activated for a case we are involved in. Usually this would be where the complainant or alleged perpetrator are a Newlon resident, or the ASB is occurring on our property.

As a result of the review carried out by the Local Authority or police, they may make recommendations to the Trust about that particular case, or perceivably about our procedures in general. **Newlon must have 'due regard' to these recommendations.**

External case panel meetings

Local Authorities will often operate problem solving panels for specific ASB issues which partners can refer cases to. The panels will normally comprise the Police, Health workers, Mental Health professionals, Social Services, drug and alcohol teams etc. Normally information shared amongst these parties is covered by a relevant information sharing protocol borough by borough. Where appropriate and beneficial to the problem we will attend, share information or update where necessary.

3rd party agencies

- Victim Support – Where appropriate the complainant should be advised to contact them for additional support if they have been the victim of a crime.
- Environmental Health – where the complainant is reporting noise (not household noise) at unsociable hours, then the complainant should also be advised to report such matters to them.
- Safeguarding - where there are Safeguarding concerns the appropriate department in the local authority should be alerted.
- Police if a crime has been committed and crime reference number obtained.

12. Closing a case

12.1 To close an ASB case

Before closing a case, the resident must be advised in writing that the case is being closed. It is good practise to fill in the 'Resolution Summary' and 'Resolution Description' fields.

▸ Resolution Information

Resolution Summary
--
Resolution Description
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These are very useful to anyone reviewing the case in the future.

Before you can close an ASB case you must complete the 'ASB Closing Reasons' and 'ASB Resolution Type' dropdown fields at the bottom of the form.

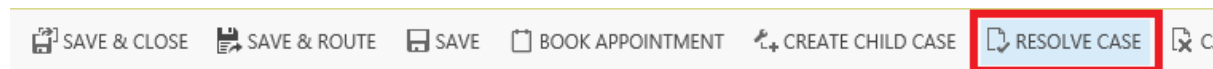
ASB - (required to close case)

ASB Closing Reasons --

ASB Resolution Type --

You will not be able to resolve the case until they are complete.

Once the case form is complete you can resolve the case by clicking the 'Resolve' button and filling in the 'Resolve Case Form':



Resolve Case

Resolution Type *

Problem Solved

Resolution *

--

Total Time

0 minutes

Billable Time *

0 minutes

Remarks

--

Resolve

Cancel

12.2 Carry out a satisfaction survey

When a case has been closed the resident will be contacted by email or phone call to complete a satisfaction survey.

13. Preventing ASB

13.1 We're working hard to prevent anti-social behaviour (ASB) in our neighbourhoods through a combination of early intervention, targeted support, and community engagement.

We have approaches such as:

- Our Good Neighbourhood Policy sets clear expectations around respectful behaviour and shared responsibility, helping to foster safer, more inclusive communities.
- The Investigations Team provides tailored support to residents at risk of losing their homes, addressing issues such as mental health, substance misuse, and family breakdown before they escalate.
- Our Financial Inclusion Team helps residents manage their finances and access vital resources, reducing stressors that can contribute to ASB.
- We also work closely with domestic violence services to support survivors and ensure their safety within the community.
- Using data to identify ASB hotspots, we take a focused approach—working with partners to increase visibility, improve reporting, and deliver swift interventions that prevent further disruption.

Together, these efforts reflect our commitment to building neighbourhoods where everyone feels safe, supported, and heard.