

# Anti-Social Behaviour Policy

## (Including Hate Incidents)

We want you to feel safe and happy in your home. Anti-social behaviour (ASB) is any action that causes harm, annoyance, or nuisance to people or the environment.



### Examples of ASB:

- Alcohol or drug misuse
- Aggressive behaviour
- Criminal activity
- Parking or vehicle nuisance
- Excessive or persistent noise
- Hate Crime and Hate Incidents
- Misuse of communal spaces
- Nuisance vehicles
- Threats or physical violence
- Uncontrolled animals or fouling
- Vandalism, graffiti or fly-tipping
- Verbal abuse

### Not examples of ASB:

- Children playing, arguing or crying
- Riding bicycles or skateboards
- Events in the home such as; flushing toilets, cooking smells, smoking in own home, washing machines, reasonable DIY
- Staring or looking at someone
- Car parking issues
- Pets straying across garden areas or dogs barking
- Noise from a one-off party

ASB reports are case managed by recording all actions within the case.

### Categories are:

**Personal ASB** - Something done on purpose to hurt someone else, affecting their health, safety, and well-being.

We will respond within  
**3** working days.

**Nuisance ASB** - Something that causes trouble or annoyance.

We will respond within  
**5** working days.

**Environmental ASB** - Something in open places (graffiti, fly tipping and pet mess).

We will respond within  
**10** working days.

We will work with you and your neighbours where issues cause problems within the community, but are not ASB issues. This is part of our Good Neighbour Management process, and we may ask you to go to planned meetings to sort out any problems.

We have many ways to stop ASB. We can give formal warnings, agree acceptable behaviour and use legal action to protect victims. We will

work with the police, local councils and other groups to prevent and resolve these issues. We use a risk-based approach and will agree on actions and put plans in place for anyone who reports ASB to us.

### Hate incidents

They can be described as abuse or intimidation that a victim feels targets them because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We will respond within  
**1** working day.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report ASB by phone, email, Live Chat or My Livin app.

### Current performance:

**54.17%**

of tenants satisfied with the way their ASB case was handled.

**74.61%**

satisfaction with the landlords approach to handling ASB (TSM).

### What next?

[Read the full policy at  
livin.co.uk/policies](https://www.livin.co.uk/policies)

[Not satisfied with this service?  
Let us know at livin.co.uk/complaints](https://www.livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ینسراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

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