



London Borough  
of Hounslow

**Help for Hounslow Council Housing  
Tenants experiencing Anti-Social  
Behaviour and Hate Crime  
July 2024**



12.0	How we monitor performance	25
13.0	Appendix	26

**Version History**

Title	Help for Hounslow Council Housing Tenants experiencing Anti-Social Behaviour and Hate Crime
Description	This document sets out our objectives and procedure for supporting Council housing residents who are experiencing Anti-Social Behaviour and/or Hate Crime
Created by	Housing Planning and Resources
Date created	July 2024
Next Review Date	July 2026

Version number	Modified by	Modifications made	Date modified	Status
1.01	B Tomlinson	Minor errata	22 August 2024	Live

**Contents**

<b>1. Introduction</b>	<b>3</b>
<b>2. What this Policy is for (purpose)</b>	<b>4</b>
<b>3. What this Policy is designed to achieve (aims)</b>	<b>4</b>
<b>4. Who this Policy Affects and Definitions (scope)</b>	<b>6</b>
<b>5. Other relevant policies</b>	<b>10</b>
<b>6. How to raise an anti-social behaviour concern</b>	<b>11</b>
<b>7. Tools we will use to address Anti-Social Behaviour</b>	<b>12</b>
<b>8. ASB case review</b>	<b>19</b>
<b>9. Our approach to tackling hate crime</b>	<b>19</b>
<b>10. Good Neighbouring</b>	<b>23</b>
<b>11. Measuring and ensuring success</b>	<b>24</b>

## 1.0 Introduction

1.1 This guidance sets out how The London Borough of Hounslow Housing tenancy and management service deals with anti-social behaviour (ASB). This applies to anyone residing in, or visiting a property owned by us and includes all rented tenants, shared owners, and leaseholders.

Throughout this document, we will be providing you with information relating to our commitment to tackling anti-social behaviour (ASB), our overall approach in relation to ASB, and methods we use to tackle and prevent ASB. We will be actively promoting our 'ambitious for Hounslow plan and Safer Communities Strategy'<sup>1</sup>.

With this guidance in place, we can address and manage instances of disruptive and harmful behaviours. Crime and Anti-social behaviour can have a significant impact on individuals and on communities and we will adopt a victim centred, partnership approach in tackling this. When responding to reports of crime and anti-social behaviour our aim is to achieve a balance between:

- Prevention
- Protection
- Engagement
- Enablement
- Enforcement

We are committed to delivering and managing anti-social behaviour and providing a high-quality service which meets the Neighbourhood and Community Standard.

---

<sup>1</sup> [Safer Communities Strategy 2021 - 2024 | London Borough of Hounslow](#)

## 2.0 What this Policy is for (purpose)

2.1 The purpose of this guidance is to:

- Promote a safe and respectful environment for our tenants, leaseholders and for those living on or visiting our estates.
- Outline our residents' expectations.
- To work in partnership with our tenants, leaseholders and relevant agencies to tackle anti-social behaviour.
- Provide clear guidance on how to report incidents of anti-social behaviour and agreeing actions on how we can progress a case.
- Implement a supportive and incremental approach for those responsible for anti-social behaviour.
- To comply with section 218A of the Housing Act 1996, Antisocial Behaviour legislation and the Regulator of Social Housing's Neighbourhood and Community Standard, which place a duty on social landlords to publish their anti-social behaviour guidance.
- At Hounslow Council, it is the responsibilities of the ASB Manager, and the Housing & Tenancy Manager, to ensure and enable the implementation objectives of this guidance.

## 3.0 What this Policy is designed to achieve (aims)

3.1 Our primary aim is to create and maintain vibrant, safe, and cohesive communities where residents can enjoy a high quality of life. This is further outlined in our Fairer and More Equal Hounslow<sup>2</sup>. Our Anti-Social behaviour and Hate Crime guidance is an important part of our commitment to fostering an environment where everyone is secure, respected, heard and free from the detrimental impact of anti-social behaviour.

3.2 We acknowledge the significant impact that anti-social behaviour has on both individuals and communities. Recognising the uniqueness of each case, we commit to investigating reports of anti-social behaviour and taking actions that we deem proportionate and reasonable at each stage.

---

<sup>2</sup> [Making A Fairer, More Equal Hounslow | London Borough of Hounslow](#)

3.3 Our goal is to promptly tackle reported incidents of anti-social behaviour by providing effective solutions.

3.4 Our service commitment to you when dealing with anti-social behaviour (ASB) is:

- We will take all reports of ASB seriously.
- We will agree an initial action plan with the reporter as to how we proceed with the case. This will set our actions, as well as agreeing actions from the reporter to assist us with the investigation – for example, completing diary sheets.
- All reports will be made in confidence, we will not disclose to the alleged perpetrator the source of the report without consent to do so.
- The investigation will be conducted impartially, ensuring confidentiality is maintained to the extent possible.
- We will internally review all cases of ASB on a periodic basis.
- We will make regular agreed contact with the reporter throughout the duration of the case.
- We will always attempt to resolve a case at the earliest stage. This could be through holistic or advisory measures. However, there may be occasions where we are required to take more formal actions, where this is necessary, it is important that we are able to evidence the nuisance and the impact.
- We will work in partnership (where necessary) with other council departments and other agencies to tackle anti-social behaviour. The case may be discussed at multi-agency professionals' meetings.
- Where agreed, we will make referrals to other agencies or council departments to offer additional support and guidance. In cases where there are safeguarding concerns, we may make referrals without consent.
- Arrange access when required to interpreters using our in-house service Insight Language Line, both phone and video calls can be arranged. We can also arrange BSL sign language interpreting.

- We take malicious complaints seriously and will take action that is proportionate and appropriate against anyone found to be making reports of this nature.
- We will discuss support options with the reporter. This may include a referral to our tenancy sustainment team, or to victim support with consent to do so.
- Where witnesses are required to provide evidence in court, we will ensure that they feel supported throughout the process. Consideration will be given to the following when attending court
  - Transport to and from court.
  - An escort during the hearing (this will usually be the dedicated officer to the case).
  - Compensation for loss of earnings for attending the hearing (which must be clearly demonstrated).
- Low level ASB cases, for example fly tipping, graffiti or noise nuisance, will be allocated to a Tenancy Officer to manage.
- High level ASB cases, for example hate crime, violence or threats, criminal damage or vandalism will be allocated to an ASB Officer to manage.

3.5 It is important to understand that underlying factors, such as mental health or substance misuse, may contribute to anti-social behaviour. To tackle these root causes, we will collaborate with specialist agencies to engage and support individuals in managing mitigating factors contributing towards their behaviour. However, we emphasise the importance of balancing empathy for a person's support needs with the consideration of harm and risk to individuals and the impact on the community. Whilst we acknowledge the support needs of the perpetrator, this does not serve as an immovable barrier when legal enforcement is under consideration. An equality impact assessment will be included as part of our application to the courts when taking enforcement actions.

3.6 In our efforts to address anti-social behaviour, we commit to not relocating either the perpetrator or the reporter, except in exceptional circumstances. Instead, we will collaborate with all relevant parties and agencies to find constructive resolutions to mitigate nuisance behaviour. This approach reflects our dedication to fostering a safe and harmonious living environment for the residents of Hounslow.

## **4.0 Who this Policy Affects and Definitions (scope)**

This Policy is designed to set out our offer of support for all victims of Anti-Social Behaviour and/or Hate Crime, who are Council tenants or residents in a permanent home rented from the Council; and how we will deal with such individuals who are perpetrators of ASB or hate crime.

**4.1 What is Anti-Social Behaviour**

Anti-social behaviour is defined in the ASB Crime and Policing Act 2014 as:

- Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- Conduct capable of causing housing related nuisance or annoyance to any person.

4.1.1 Further, the Housing Act 1996 defines anti-social behaviour as:

- Conduct that is capable of causing nuisance or annoyance to some person (who need not be a particular identified person) and that directly or indirectly relates to or affects the landlord’s housing management functions, or
- Conduct that consists of or involves using or threatening to use housing accommodation owned or managed by the landlord for an unlawful purpose.

4.2 Anti-social behaviour consists of a wide range of unacceptable activities, some may be deemed as a criminal offence, please see examples of how we may categorise this below:

<p><b>Nuisance Behaviour</b></p>	<p>Nuisance behaviour refer to individuals whose actions or behaviours cause disturbance, annoyance, or inconvenience to others within the community. This may include excessive noise, disruptive conduct, or other actions that negatively impact living conditions.</p>
----------------------------------	--



<b>Cuckooing</b>	Cuckooing is a term used in the context of drug-related crime. It involves the exploitation of a person's home, often by drug dealers, who take over the residence without the occupant's consent for the purpose of drug dealing or other criminal activities. Vulnerable residents are more likely to be a target of this.
<b>Dangerous dogs</b>	Dangerous dogs are animals that pose a threat to the safety of people or other animals due to their aggressive behaviour. Laws and regulations typically define certain breeds as inherently dangerous, and owners may be held responsible for the actions of their dogs.
<b>Street or residential drug dealing</b>	Street or residential drug dealing involves the illegal sale, distribution, or exchange of drugs in public areas or within residential premises. It is a criminal activity that poses risks to community safety and well-being.
<b>Verbal abuse</b>	Abusive language refers to the use of offensive, disrespectful, or threatening language directed at other individuals. This behaviour can contribute to a hostile or intimidating environment and may be considered a form of verbal harassment.
<b>Physical Abuse</b>	Physical abuse is aggressive unwanted physical contact to a person. Some examples include, hitting with objects, slapping, pinching, choking, kicking, spitting and shoving.
<b>Vandalism</b>	Vandalism involves the intentional destruction or defacement of property that belongs to someone else. This may include graffiti, breaking windows, damaging



	vehicles, or any other malicious acts that result in harm to property.
<b>Intimidation or harassment</b>	Intimidation or harassment is the deliberate use of threats, coercion, or unwanted behaviour to create fear, distress, or unease in another person.
<b>Noise nuisance e.g. loud music and shouting</b>	Noise nuisance refers to excessive or disruptive noise that interferes with the peace and quiet of an environment. This can include loud music, shouting, or any other noise that causes annoyance or disturbance to others, this may be more impactful during quiet hours.

#### **4.3 What is *not* Anti-Social Behaviour**

Some daily disruptions are not classed as anti-social behaviour (ASB), but may be deemed as normal household living where we would expect a level of tolerance (except in exceptional circumstances):

- Noise that is not persistent, unintentional, and occurs during normal daily working hours.
- People walking across a wooden floor while wearing shoes.
- Vacuum cleaner usage.
- Lawn mowing hedge trimmer activities.
- Untidy gardens.
- Children playing football outside on grassed areas is not classed as ASB. However, playing football inside flats, against front doors, or in communal areas is not acceptable, and action may be taken in such circumstances.
- Children playing outside and possibly arguing with each other is also not classed as anti-social behaviour.
- One-off events such as New Year's Eve parties or religious festivals (within reason).

- General family lifestyle noise, such as running dishwasher or washing machine appliances, people talking in their home, people entering and leaving a property such as to school or to work different shifts, such as night shift workers.
- Cooking smells.

It is our duty to act in all residents' best interest, we will not be able to act where there is just one resident's word against another and there is no evidence to support these reports.

## **5.0 Other relevant policies**

- 5.1 This guidance has been informed by legislation, government guidance and best practice across the sector. Any developments in relation to the topics covered in this guidance must lead to a review of this document with amendments made as appropriate.
- 5.2 We have ensured we have carried out the appropriate equality impact assessment before publishing this document.
- 5.3 This guidance is informed by the following legislation and regulation (this is not limited to):
- Neighbourhood and Community Standard 2012
  - Anti-Social Behaviour Crime and Policing Act 2014
  - Anti-Social Behaviour Act 2003
  - Crime and Disorder Act 1998
  - Data Protection Act 2018
  - Equality Act 2010
  - Housing Act 1996
- 5.4 The legislation listed in this document is not intended to cover all legislation applicable to this guidance. We will take reasonable measures to ensure compliance with all applicable legislation by reviewing policies and procedures and amending them as appropriate. The legislation listed within this guidance was considered at the time of the development of this guidance, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered, and the guidance reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this document. Any

queries relating to the applicable legislation should be directed to the Housing Policy Author.

## **6.0 How to raise an anti-social behaviour concern**

6.1 You can report an ASB incident in person to your housing officer, online, via telephone, or via email. We will respond to your ASB report within 2 working days. . Your housing officer will agree an action plan with you to how we will progress the case. For this purpose, we may ask that reporters support us with evidence gathering and co-operation. This includes but is not limited to:

- Diary sheets to be completed. This will enable us to demonstrate a pattern of behaviour as well as the impact that it is having. If we are required to seek legal remedies to resolve a case, then diary sheets will help in the preparation of our evidence.
- Reporting to other services. For example, where there is criminal behaviour involved, we may ask that this is reported to the police in the first instance. Another example would be for noise nuisance where we may advise that this is reported to the specialist noise team who will investigate if a statutory nuisance exists.
- Mediation – for example, where there is a dispute between neighbours and there is insufficient evidence to clearly show a breach of tenancy, we may ask that the reporter enter into mediation with the other party(s). This is a voluntary, non-legal process and demonstrates a commitment to resolving the issues.
- Restorative Justice – where there is a clear offender in the cause of anti-social behaviour, we may offer the opportunity for the reporter to attend restorative justice. This is where the offender will face the person who has been impacted and for them to understand the harm that they have caused within a controlled environment.
- Providing formal evidence – If we are required to seek legal enforcement against a tenancy, it would strengthen a case if residents, who are impacted by the behaviours, provide us with a written witness statement and are prepared to attend court to give evidence. We will respect a person's decision if they do not wish to be

named in any legal proceedings, however, this may reduce the chances of being successful with any legal applications, particularly if the case is defended.

6.2 For incidents where there is criminal, or suspected criminal activity, we would advise that this is reported to the police in the first instance:

- If a crime is in progress or you feel you, or any other person, is in immediate danger of harm, call the police on 999.
- If you are not in immediate danger and the matter is of a criminal nature (e.g., theft, robbery, violence, drug dealing) please call the police on 101 (non-emergency number).
- If you wish to report crime anonymously then you can report this to [Crimestoppers](#) by calling 0800 555 111 or by reporting via their [website](#).

6.3 Anonymous Reporting: We recognise the importance of anonymity in certain situations. However, it may be difficult for us to progress a case without evidence, and we will not be able to provide feedback on any outcomes for cases that are reported anonymously.

6.4 There may be times we are made aware of anti-social behaviour incidents from a third party, for example this could be from your ward councillor or the police. Where this happens, we will investigate the report provided and act accordingly.

6.5 We recognise the impact that anti-social behaviour has on individuals and communities. No two cases are the same and as such, we will investigate reports of anti-social behaviour, remaining impartial, and will take actions that we consider proportionate and reasonable at each stage.

## **7.0 Tools we will use to address Anti-Social Behaviour**

7.1 The approach adopted in combating ASB is one that involves the use of a variety of interventions and tools.

7.2 Although no two cases of ASB are the same, in principle, we aim to follow an incremental approach in tackling ASB. Although stages of the incremental process may be skipped, depending on the severity of what has been reported, we would expect the process to follow:

**Advice** – Advise the responsible tenant that we have received a complaint and that we are investigating the matter. The behaviour causing the nuisance will be explained and the person will be invited to contact the case officer to provide their version of events. The person will be advised of how the case may progress if the behaviour continues and there is a proven breach of tenancy. This also allows for them to put context to the reports and to help us identify if this can be deemed as anti-social behaviour or otherwise. There may be times where there is a reasonable explanation for the report or that it may be considered normal household living.

**Warning** – Where advice has been provided and there are continuing reports of nuisance behaviour, the investigation will look to see if there are any proven breaches of tenancy. Where this is found, a formal written warning will be sent to the responsible tenant to inform them of the breaches and that they are risking their tenancy.

**Enforcement** – Where the advice, warning, and any other remedial actions (for example - interviews, visits, ABA's, mediation) have not resolved the anti-social behaviour and there are proven breaches of tenancy which is having a negative impact on neighbouring individuals or communities, we will assess the proportionality and reasonableness of taking formal actions against the tenancy. This may typically result in a Notice of Seeking Possession being served against the tenancy or an application being made to the county court for an injunction.

### 7.3 Examples of Non-Civil approaches to be considered when managing an ASB case:

There are a broad range of approaches and interventions that are used when responding to and investigating allegations of anti-social behaviour. The non-legal tools listed would generally supplement the advice and warning stages of the incremental process and should be considered as an option by the officer responsible for the case. Where there is refusal by any party within the offer of a voluntary process, this should be documented along with the reasoning for the refusal.

### 7.4 **Introductory Tenancies**

An introductory tenancy serves as an initial 12-month period during which residents have the chance to establish and secure their tenancy. While introductory tenants

initially have fewer rights compared to secure tenants, this structured period allows for a fair evaluation of how the tenancy is being maintained. We recognise the importance of offering residents a chance to solidify their tenancy, and therefore, there exists the option to extend the introductory tenancy period by an additional 6 months. This extension provides tenants with an invaluable opportunity to demonstrate their commitment to maintaining their property, affording them a more secure and stable tenancy status.

#### **7.5 Interviews**

Interviews can be conducted over the phone or in person. It is important for us to hear both sides of each story and to remain impartial. Our interview process is designed to provide a platform for all individuals involved in an ASB incident to share their version of events, express concerns and provide relevant information. The person conducting the interview may seek clarification on specific details or request additional information. This also allows us to explore any support needs or mitigating factors.

#### **7.6 House-to-House inquiries**

House-to-house inquiries is a method where we door knock the local area where ASB has been reported. It is important to gather insights from neighbouring households who may have been impacted by the reports that other neighbours have made but have not reported this to us. Our team ensure they approach neighbouring households with respect for privacy, ensuring that residents feel comfortable sharing information and concerns. We will inform and encourage residents of how they may report further incidents to us and/or partner agencies.

#### **7.7 Acceptable Behaviour Agreement (ABA)**

An ABA is a voluntary written agreement between the alleged perpetrator of the ASB and one or more local agency. They are non-legally binding written contracts containing prohibitions and/or positive requirements designed to be able to tackle the behaviour that has been reported.

#### **7.8 Mediation**

Mediation is a voluntary and confidential process aimed at resolving conflicts and disputes through independently facilitated communication and negotiation. We encourage mediation as this provides an opportunity for individuals/residents involved in anti-social behaviour to engage in a structured conversation to reach a solution that is agreeable to all parties involved.

### 7.9 **Restorative justice**

Restorative justice can be a powerful tool to tackle anti-social behaviour. It provides a structured framework for communication allowing the individual responsible for causing harm to directly understand the impact that has been caused to those affected.

Agreements crafted during this voluntary process aim at repairing harm and fostering positive change. This process highlights understanding, accountability and promotes positive relationships within the community.

### 7.10 **LEGAL TOOLS to be considered when managing an ASB case:**

In cases where there has been persistent and proven anti-social behaviour that has not been resolved through non-legal measures, the council may consider legal enforcement as an option to tackle the behaviour. There may be times where we are required to seek legal re-dress as a first action and stages of the incremental process may be skipped if it is considered proportional.

When applying for legal sanctions to tackle anti-social behaviour, we will consider our Public Sector Equality Duty on each case and will complete an Equality Impact Assessment as part of any application.

### 7.11 **Civil Injunction – Housing**

A civil injunction is a legal order issued by the court to prevent or address nuisance, annoyance, harassment or distress within a residential community. Civil injunctions are commonly sought in response to persistent anti-social behaviour. This protects the rights and wellbeing of tenants by restricting or prohibiting actions that may disrupt their day to day lives. In cases where there is a high risk of harm, an application may be made to the court without notice. A power of arrest may also be requested to be attached to an injunction where there is need to do so.

A proven breach of an injunction in court will be deemed as contempt and may result in a fine, imprisonment, or both.

#### 7.12 **Demotion Orders**

Demotion orders may be sought as an alternative to possession proceedings in cases where a tenant, resident or visitor has behaved or threatened to behave in a way which can cause a nuisance and annoyance. A demotion notice will be served before applying for proceedings in the County Court for a demotion order that would bring the secure tenancy to an end and create a demoted tenancy for a defined period.

#### 7.13 **Community Protection Notice (CPN)**

CPNs can be issued against an individual, business or organisation where an officer is reasonably satisfied that the conduct of the individual, body or organisation is having a detrimental effect on the quality of life of those in the locality. A breach of CPN may be dealt with by way of fixed penalty notice in lieu of conviction.

#### 7.14 **Closure Powers**

Hounslow Council and the police have the authority to issue closure powers. Closure powers grant the council authority to temporarily close a property that has become a focal point for serious nuisance and criminal activity. This tool allows us to intervene in incidents where other interventions have proven ineffective.

#### 7.15 **Possession Proceedings**

Where the council feel it is proportional and reasonable to seek possession of the tenancy an application will be made to the county court. The first formal stage of possession proceedings is the service of a Notice of Seeking possession. For secure tenants of the council, we will be using Ground 2 of the Housing Act 1985. This Ground applies where the tenant, or anyone living in or visiting the property has been:

- Guilty of behaviour causing or likely to cause nuisance or annoyance to anyone living in, visiting or carrying out a lawful activity in the locality.
- Convicted for using the premises, or allowing them to be used, for illegal or immoral purposes.
- Convicted of an indictable offence committed in the locality.
- Guilty of behaviour causing or likely to cause nuisance or annoyance to the landlord or someone employed (whether or not by the landlord) in connection with the landlord's housing management functions.



- Proceedings may include multiple grounds where there is a need to. For example, Ground 1 may be added to the particulars of claim where there are rent arrears on the account.

#### **7.16 Absolute Grounds for Possession**

This ground has been introduced to provide landlords with an additional tool to seek possession that is faster than the existing discretionary grounds. This ground is intended for use in cases where there is serious anti-social behaviour and /or criminality that has already been proven by another court. Under the absolute ground, Hounslow Council will no longer need to prove that it is reasonable to grant a possession order and the court will be more likely to determine the case in a single, short hearing, resulting in a faster resolution for victims.

We may seek possession using absolute grounds where:

- the tenant, a member of the tenant's household, or a person visiting the property has been convicted of a serious offence as stated in schedule 2A of The Housing Act 1985;
- the tenant, a member of the tenant's household, or a person visiting the property has been found by a court to have breached a Civil Injunction;
- the tenant, a member of the tenant's household, or a person visiting the property has been convicted for breaching a Criminal Behaviour Order;
- the tenant's property has been closed for more than 48 hours under a closure order for anti- social behaviour; or
- the tenant, a member of the tenant's household, or a person visiting the property has been convicted for breaching a noise abatement notice or order.

Where we serve a Notice of Seeking Possession under this ground, the recipient will have the opportunity to request a review of the decision within a defined period of time from when the Notice was served. If a review is requested, this must be considered by a panel of at least 2 managers, one of which must be of higher seniority than the signatory of the Notice and who has no/little involvement in the decision to serve the Notice in the first place.

#### **7.17 Closure of Cases**

We aim to resolve cases of Anti-Social Behaviour at their earliest stage. Some cases may require a single action such as words of advice being offered, other cases may be more complex and require numerous actions over a lengthy period of time.

We will not keep cases open longer than necessary and will close them in a timely manner. If cases are resolved or dormant, we will inform the reporter that case is being closed and provide the reasoning for this. In most cases that the reporter has agreed to the case closure as the incidents that had been reported have ceased.

We will close a case where one of the following has occurred:

- The reporter has agreed for the case to be closed
- We are unable to make contact with the reporter after reasonable attempts of engagement and we are unaware of any further incidents.
- The anti-social behaviour was reported anonymously, and we are unable to substantiate or follow up on the reports.
- Where we determine mediation to be an effective intervention in the process, and this offer is not taken up by the Reporter, then this may be grounds for us to close a case.
- If we do not receive requested information from a person reporting anti-social behaviour, as determined in the agreed action plan, then we will make attempts to remind the reporter that this information is required. If no information is forthcoming, and we are unable to effectively progress the case, then the case may be closed.

Prior to closing a case, this will be reviewed by a manager with the investigating officer responsible. Where a reporter is unhappy with the case being closed, they may request a call from the manager to discuss this further.

If a case has been closed and there are further incidents following the closure, the case may be re-opened for further investigation. If the new incident has occurred 3 months after the case has been closed, then a new case will be opened.

As part of continuous service review, we may contact reporters of anti-social behaviour to carry out a satisfaction survey on how they felt a case had been managed.

## 8.0 ASB Case Review

8.1 In line with the requirements of the Anti-Social Behaviour, Crime and Policing Act 2014 we along with the Police, local housing providers and health services are committed to promoting the ASB Case Review (formerly called the Community Trigger) to give more assurance to our residents.

8.2 The ASB Case Review allows reporters of anti-social behaviour to request a multi-agency review. Agencies will share information related to the case, review what action has previously been taken and decide whether there are additional actions that can be taken. A resident can use the ASB Case Review if:

- They have reported ASB to the council, police and /or registered housing provider three times in the last six months.

8.3 The ASB Case review cannot be used to report general acts of crime, including hate crime.

8.4 The ASB Case review does not replace the LB Hounslow complaints procedure or the opportunity to complain to the Local Government Ombudsman.

Please review our case review process by using this link. [Community trigger | Making Hounslow safe | London Borough of Hounslow](#).

## 9.0 Our approach to tackling hate crime

9.1 The Crown Prosecution Service defines Hate Crime as "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion

or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

- 9.2 We are committed to fostering an environment where residents feel safe, respected, and embraced within their community. Hate Crime will not be tolerated within our housing stock and we will consider firm actions against those responsible. We will support and contribute to partnership initiatives to reduce crime, ASB or hate crime in areas where we have housing stock.
- 9.3 All residents are informed before moving into their home that harassment of any kind within the locality of the property will be considered being a breach of their tenancy/lease.
- 9.4 As part of our multi-agency approach in dealing with hate crime and ASB we will, where appropriate, we will report hate incidents to the police for criminal investigation.
- 9.5 We will tackle hate incidents through the same process as ASB. Where a hate crime has been determined we may go straight to the enforcement stage of our incremental process.
- 9.6 We will conduct in-house training sessions for front line staff to raise awareness about hate crimes, their different forms and their impact on communities. Community Engagement is encouraged to create open dialogue and understanding amongst tenants.
- 9.7 As part of our development of this guidance we will focus on launching public awareness campaigns within our estates to educate tenants on hate crimes and reporting process. This will be communicated via newsletters, social media, and community events.
- 9.8 Hate crime incidents and any other behaviour that has resulted in psychological harm being caused will be classed as a priority case for investigation, this can be reported online, face to face, or via email. If there is an immediate risk of harm we would advise that the police is contacted via 999 in the first instance.
- 9.9 Where agreed we will make referrals to specialist support services. Here is a list of the some of the partnerships we collaborate with:

<b>Police</b>	999 in case of an emergency or 101 for non-emergencies or online <a href="#">Report a hate crime - True Vision (report-it.org.uk)</a>
<b>Crime stoppers</b>	Call 0800555111 All calls are free and you do not have to give your name <a href="#">Giving information anonymously Crimestoppers (crimestoppers-uk.org)</a>
<b>Galop</b>	Galop are an independent charity who support LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse  <a href="http://www.galop.org.uk/online-report-form/">http://www.galop.org.uk/online-report-form/</a>  Call: 020 7704 2040  Monday-Friday 10:00 – 16:00  <a href="mailto:referrals@galop.org.uk">referrals@galop.org.uk</a>
<b>TellMAMA</b>	TellMAMA provides a service for anyone who suffers, or has suffered an incident as a result of their Muslim Faith (or perceived Muslim Faith. TellMAMA is a secure and reliable service that allows people across England to report any Anti- Muslim Abuse.  <b><u>Online Report Form</u></b>  Call: 0800 456 1226  SMS: 0115 707 0007  WhatsApp: 0734 184 6086  Email: <a href="mailto:info@tellmamauk.org">info@tellmamauk.org</a>
<b>Community Security Trust</b>	Community Security Trust (CST) is a national Jewish Charity that has extensive experience of providing support and advocacy for victims of antisemitism. CST

	<p>works across the Jewish Community, from the most religious to the most secular.</p> <p>Contact CST</p> <p><b><u>Online Report Form</u></b></p> <p>Call: 0208 457 9999</p> <p>Monday- Friday 09:00 – 17:00</p>
<b>The Monitoring Group</b>	<p>The monitoring group is a leading anti-racist charity that provides helpline and casework service to people experiencing racial violence and religious hatred.</p> <p><b><u>Online Report Form</u></b></p> <p>Call: <b>020 7582 7438</b></p> <p>Email: <b><u>office@tmg-uk.org</u></b></p>
<b>Catch</b>	<p>If you are an individual who has experienced a hate crime you can find support by contacting <a href="http://www.catch-hatecrime.org.uk">www.catch-hatecrime.org.uk</a></p>

9.10 When we are dealing with hate crime incidents:

- We will take all reports of hate incidents seriously.
- We will agree an initial action plan with the reporter as to how we proceed with the case. This will set our actions, as well as agreeing actions from the reporter to assist us with the investigation – for example, completing diary sheets.
- Where it is consented to, we will make a referral to specialist hate crime support services.
- All reports will be made in confidence, we will not disclose to the alleged perpetrator the source of the report without your consent to do so.

- The investigation will be conducted impartially, ensuring confidentiality is maintained to the extent possible.
- Collaboration with the police to ensure a coordinated approach to hate crime and prevention.

## **10.0 Good neighbouring**

- 10.1 Our Tenancy services team are committed to providing excellent services and creating a safe and sustainable communities. It is essential that we comply with social housing neighbourhood and community standard. We recognise the importance that a good neighbourhood management plays in fostering a positive environment for residents.
- 10.2 We champion diversity and inclusivity within Housing. Residents are encouraged to respect and embrace differences amongst neighbours, which creates an environment where everyone feels comfortable, valued, and included.
- 10.3 It is important to take into consideration if your neighbour is really at fault. Excess rubbish or poorly kept gardens may mean they are having issues with waste collection. There could be other factors contributing towards this such as illnesses.
- 10.4 Your neighbour may not realise that their actions are affecting you, this could be due to a difference in lifestyles and schedules or poor sound insulation between your homes.
- 10.5 If you feel safe and comfortable to do so, try and approach your neighbour and address your concerns in an amicable manner.
- 10.6 We encourage all our residents to try and be a good neighbour and avoid any actions that might cause a nuisance to others for example:
- Do not carry out loud work (including repairs) at night.
  - Do not play your TV, radio, or sound system or musical instruments at an excessive level that can be heard outside your property, we would recommend using headphones.
  - Keep dogs and other household pets under control.

- Dispose of waste correctly and keep communal spaces clean and report any issues immediately.
- We encourage tenants to park responsibly, avoid blocking driveways or creating hazards and to communicate with neighbours if you have guests that may be taking up additional parking spaces.
- We encourage tenants with pets to ensure their pet is kept on a leash in communal areas, all waste is cleaned up and your pet noise levels are kept under control. Please also take into consideration neighbours may have allergies or be afraid of animals such as dogs.

If you are hosting a party, out of respect for your neighbours please notify them in advance, we encourage tenants to do the following:

- Provide a finish time.
- Check the noise levels at the regular intervals.
- Position speakers carefully.
- Keep windows closed, but if they must be opened turn down the music to suit the new circumstances.
- Do not let the party spread out into the street/balcony/landing.
- Have guests leave quietly.

10.7 All tenants will be provided with a good tenant guide and further information of this will be incorporated into their tenancy agreements on our good neighbouring standards. We actively promote a community where residents are actively engaged in maintaining a harmonious living environment.

## **11.0 Measuring and ensuring success**

### **Performance**

11.1 We will monitor the success of this anti-social behaviour guidance by running and reviewing regular reports and taking onboard resident feedback.





- 11.2 Data is collected by our performance team which is related to reported ASB incidents. This includes the number of active cases, the number of cases which are being investigated, cases which have been reopened, the types of ASB cases, if any low level ASB cases escalate to high grade and the number of cases we have closed.
- 11.3 Data Protection under the General Data Protection Regulation (GDPR) is crucial when addressing ASB. In accordance with GDPR principles, it is imperative to handle personal data with care and respect for individuals' privacy rights.
- 11.4 We ensure there is a lawful basis for processing personal data related to ASB cases. Consent will be sought when necessary, and individuals should be informed of the purpose of data processing.
- 11.5 All staff involved in handling such data will be trained on data protection principles and maintain confidentiality as part of our onboarding.

## Complaints

- 11.6 We aim to provide our customers with services that are of a consistently high quality. But sometimes things go wrong and when they do, we want to make sure that we quickly put them right and learn from our mistakes.
- 11.7 We are committed to:
- Dealing with complaints impartially, objectively, and professionally.

- Treating complainants with the same respect that we ourselves would like to be treated.
- Ensuring that complainants and their families do not receive adverse treatment because they have made a complaint.
- Emphasising resolution and remedies to improve customers' satisfaction with poor services.
- Putting things right where possible and issuing an apology to the complainant when necessary
- Further guidance in this regard can be found in Hounslow Council's Corporate Complaints policy.

11.8 We aim to provide a seamless case progression process from case open to case closure, however we understand this sometimes may not be the case. We understand the importance of an effective complaints handling process in maintaining transparency and accountability.

11.9 Recognising the diverse preferences of our residents, we offer multiple channels for submitting complaints this can be done via this link [What is a complaint | Make a complaint or comment | London Borough of Hounslow](#). This includes our online platform, dedicated helplines, and in-person visits to our housing offices and touch points. The goal is to ensure that residents can easily voice their concerns in a manner that suits their needs. We will ensure we take into consideration any language barriers our residents may have, and have will provide interpreters both in person and remotely. We ensure our complaint handling process is in line with the Housing Ombudsman complaint handling code 2024 <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>.

11.10 When we receive a complaint, we commit to providing a timely acknowledgement to the complainant. This acknowledgement will consist of the expected timeframe for a formal response, keeping the complainant informed about the progress of their case.