

Antisocial Behaviour Policy

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Owner: Customer Experience	Next Scheduled Review: 03/06/2029

1. Scope

- 1.1 This policy sets out our approach to preventing, managing and reducing antisocial behaviour (ASB) reports.
- 1.2 This policy details the core principles of our service and outlines the steps that we take when managing cases of ASB.
- 1.3 This policy applies to all Flint Housing tenancies and complies with our legal and regulatory requirements.
- 1.4 This policy also applies in circumstances where Flint Housing has engaged a third-party housing management provider who receives, investigates, responds and resolves reports of ASB on our behalf.
- 1.5 For the purposes of this policy, any reference to Flint Housing or “our” or “we” shall be relevant to all its associated entities and administered, where applicable, by its housing management provider(s).

2. Aims and Objectives

- 2.1 Our ASB service is guided by the following principles:
 - 2.1.1 We seek to work fairly and transparently with those who report ASB, taking an objective and evidence-based approach to our investigations and decision making, and being honest about any limitations.
 - 2.1.2 We adopt a harm-centred approach to ASB, considering the type of behaviour and the impact it is having. We use this to decide whether a report meets our definition of ASB, how it should be categorised, and what action is necessary and proportionate.
 - 2.1.3 We work with our partners to prevent and tackle ASB. Where another agency is better placed to lead, we will seek to establish this without delay and continue to support the case where appropriate.
 - 2.1.4 We seek to identify and understand risk and vulnerability for all parties involved in a case and take appropriate action to manage that risk.
 - 2.1.5 We consider the full range of tools and powers available when deciding how best to respond, including informal and legal remedies. Our preference is to resolve issues informally where appropriate, but we will always consider the most proportionate response. Where a partner agency has powers better suited to the case, we will work with them to ensure the right action is taken.
 - 2.1.6 We seek to empower and involve the reporter in our response to ASB. There may be steps that we require a reporter to take in a case, and we will ensure we are clear about what is required and that it is reasonable in the circumstances.
 - 2.1.7 Flint Housing is a for-profit registered provider. This means we do not have access to all the legal powers available to not-for-profit housing providers. In some cases, we will need to rely on our housing management providers or partners to use powers that are not available to us. Where this applies, we will support their action as far as reasonably possible.
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3. What is ASB? Our Definition

- 3.1 For the purposes of this policy, Flint Housing applies the statutory ASB definition set out in Part 1 of the Antisocial Behaviour, Crime and Policing Act 2014:
- 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. Housing-related means directly or indirectly relating to the housing management functions of a housing provider.
- 3.2 The Crime and Policing Act 2026 introduces additional ASB powers, including Respect Orders, which apply a different statutory test in that specific context.
- 3.3 We are responsible for deciding whether a report meets our threshold to be considered ASB. We adopt a two-stage approach for this decision making:
- Does the behaviour meet the statutory definition of ASB?
 - Is the behaviour unreasonable?
- 3.4 We recognise that this threshold is low and that residents may have different tolerances, expectations and perceptions of what is acceptable behaviour. While we will always consider the circumstances of the person reporting the behaviour, there will be cases where it is not appropriate to classify the behaviour as ASB. To help us decide this, we will apply a reasonableness test and may consider factors such as intention, frequency, duration, timing, the impact on those affected, and any relevant vulnerability or underlying cause.
- 3.5 Where a report indicates domestic abuse, we will ensure the matter is considered alongside our Domestic Abuse Policy and that the case is managed sensitively, with due regard to the needs of the victim or survivor and the wider community.
- 3.6 Where a report indicates hate-related ASB, we will treat this seriously, consider any heightened risk and vulnerability, and ensure the matter is managed in line with our relevant policy and with appropriate partner involvement where required.

4. Policy

- 4.1 We will accept reports of ASB from residents, representatives and third parties, although in most cases we will need to speak directly with the person experiencing or witnessing the behaviour in order to investigate and progress the case.
- 4.2 We will assess reports according to the risk and harm presented and, where appropriate, complete and keep under review a vulnerability or risk assessment so that changes in risk can be identified and responded to promptly.
- 4.3 We will allow ASB to be reported to us in different ways, including in person, in writing, over the phone, and by email.
- 4.4 We will provide, or ensure our housing management partners provide, staff with training, clear guidance, policies and procedures so that they can deal effectively with ASB cases, use the appropriate tools, and understand the wider issues associated with ASB, including hate incidents, domestic abuse and safeguarding. Hate incidents and domestic abuse will also be managed in line with the relevant policies.
- 4.5 We will work with residents, local authorities, the Police, Youth Offending Teams, Community Safety Partnerships, support providers, other landlords and other relevant agencies to tackle ASB and support those with vulnerabilities.
- 4.6 We will respond to reports of high risk ASB within one working day and lower risk cases within five working days (Monday to Friday).
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- 4.7 Where the prime responsibility and power to lead an investigation lies with another service, such as the Police or the Local Authority, we will support the investigation and take any necessary supporting action.
- 4.8 We recognise that people have different lifestyles. We will not usually take action where a report relates to ordinary everyday living noise or behaviour that would not generally be considered unreasonable.
- 4.9 We will investigate noise reports where the noise is excessive, persistent, or occurs at unreasonable hours.
- 4.10 We will assess noise reports carefully to determine whether they relate to ASB, household noise, noise transference, or another housing management issue, so that the most appropriate response is taken and residents' expectations are managed fairly.
- 4.11 Where appropriate, we will encourage residents to help resolve neighbour disputes themselves. This may include keeping records, providing evidence, engaging with other agencies or taking part in mediation.
- 4.12 We, together with our housing management partners, will use a range of preventative measures, early intervention and legal action to tackle ASB. The methods used will be proportionate to the seriousness, impact and frequency of the behaviour, the level of risk posed to those affected, the evidence available, and the tools lawfully available to us and our partners.
- 4.13 Where ASB is linked to property damage, security concerns, environmental factors or building design issues, we will liaise with the relevant repairs, maintenance or managing agent functions so that practical remedial action is considered alongside case management.
- 4.14 We will agree an action plan with the complainant and any witnesses, keep them updated on the action we are taking, and explain the reasons when we close a case. Our communication will be clear, fair and transparent, while recognising that there may be limits on what we can share due to data protection, confidentiality and safeguarding considerations.
- 4.15 We will keep clear and accurate records of reports, risk assessments, agreed actions, evidence, contact with residents and partners, and the reasons for key decisions, so that cases are managed consistently and can be reviewed effectively.
- 4.16 We will close a case after investigation and appropriate action is taken and where:
- it is successfully resolved,
 - there are no further reports for a period of 6 weeks (unless we have begun legal action or are gathering further evidence) or earlier if agreed with the complainant, or
 - no further action can be taken.
- 4.17 We will provide support and advice to victims and witnesses of ASB and refer them to external agencies where appropriate.
- 4.18 We will offer support to residents who agree to give evidence in ASB cases.
- 4.19 Where appropriate, we will also consider support for the person causing the ASB, recognising that addressing underlying needs and vulnerabilities may help to reduce harm and sustain tenancies, while not preventing us from taking proportionate enforcement action where required.
- 4.20 Any enforcement action we take will be based on the evidence available and will reflect the seriousness, frequency and impact of the behaviour, taking account of the circumstances of all parties and the legal tools available to us as a for-profit registered provider.
- 4.21 We will keep our approach to ASB tools and powers under review in light of the Crime and Policing Act 2026 and any associated statutory guidance and will update our practice where this is relevant to Flint Housing's role and legal powers.
- 4.22 We may take action where reports of ASB are found to be malicious, persistent and unfounded, in line with the relevant tenancy terms and our applicable policies.
- 4.23 We will refer all crime, including threats or acts of violence, to the police.
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- 4.24 We will deal with any ASB committed against our employees and contractors in line with our internal policies and duties as an employer.
- 4.25 We will share information with third parties where we have an information sharing protocol in place, there are safeguarding concerns or we have a duty to do so for the purpose of crime prevention under the provisions of the Crime and Disorder Act 1998.
- 4.26 We will process personal data and information in line with the retained EU General Data Protection Regulation (as amended) (“UK GDPR”) and the Data Protection Act 2018 (“DPA”) (together the “UK Data Protection Legislation”).
- 4.27 Residents may also have the right to request an ASB Case Review through the relevant local authority process where the required threshold is met. We will provide information about this process on request or signpost residents to the relevant local arrangements.
- 4.28 If a resident is dissatisfied with how we have handled their ASB report, they may raise this through our complaints process and, where appropriate, seek further redress through the Housing Ombudsman Service once that process has been completed.
- 4.29 We will monitor feedback on how we manage ASB cases and use this learning to improve our service.

5. Unreasonable behaviour

- 5.1 We recognise that there are times when people may act out of character, for example when they are distressed or upset. They will be treated professionally by us, and by our housing management providers, in line with our normal processes.
- 5.2 In exceptional circumstances, we may need to take steps to ensure services can continue to be delivered where behaviour towards us or our housing management providers is unreasonable or where demands on the service are unacceptable. This may include:
- Aggressive or abusive behaviour towards staff; and
 - Proliferation of unreasonable demands towards staff.
- 5.3 We do not tolerate violent or abusive behaviour towards staff. Violence is not restricted to acts of aggression that may result in physical harm and includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.
- 5.4 A demand becomes unreasonable when it begins to have a major impact on our, and our housing management providers’, resources and staff time without justification. This may include situations such as:
- where a resident continues to challenge a decision that has already been considered through all stages of the complaints process, where any remedies have been implemented, and no new information has been provided.
 - making excessive telephone calls, emailing multiple officers about the same issue, sending lengthy correspondence while expecting an immediate response, or making frequent complaints without good reason where the matter is already being investigated and updates are being provided in line with our policies.
- 5.5 Before taking action in response to unreasonable or persistently unjustified behaviour, we, or our housing management provider, will usually issue a warning letter or email in line with the tenancy or lease agreement explaining our concerns and the proposed next steps. The exception is where a resident is abusive, in which case we may take alternative action, including involving the Police or taking legal action.
- 5.6 Any restrictions placed on a resident’s contact due to unacceptable behaviour will be appropriate to their needs and in line with the provisions of the Equality Act 2010.
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6. Equality and Diversity

- 6.1 Flint Housing is committed to ensuring that all services are accessible to all residents. We will ensure that our staff, or where applicable our housing management provider, communicate appropriately with residents and have access to the information needed to support delivery of this policy.
- 6.2 This policy will be applied fairly and with respect for all residents. We recognise our duty to advance equality of opportunity and to prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic under the Equality Act 2010.
- 6.3 We recognise that some protected groups may be disproportionately affected and will take reasonable steps in applying this policy to meet individual needs and comply with the Equality Act 2010. For example, we may:
- 6.3.1 tailor our response to individual circumstances;
 - 6.3.2 provide support to residents who may have difficulty understanding this policy;
 - 6.3.3 provide information, where reasonably requested, in other languages or accessible formats such as Braille, large print or audio; and
 - 6.3.4 ensure these arrangements are delivered by Flint Housing or, where applicable, by our housing management provider on our behalf.

7. Monitoring and continuous improvement

- 7.1 This policy will be reviewed every three years, or sooner if required by legislative, business or sector changes. We will use training, case audits, feedback, complaints and lessons learned to improve our ASB service.

8. Legislation and regulation

- 8.1 This policy is informed by, and should be read alongside, the following legislation, regulation and related policies (this list is not exhaustive):
- Crime and Disorder Act 1998
 - GDPR and Data Protection legislation
 - Antisocial Behaviour, Crime and Policing Act 2014
 - Antisocial Behaviour, Crime and Policing Act 2014 statutory guidance
 - Crime and Policing Act 2026
 - Home Office ASB powers statutory guidance for frontline professionals
 - Care Act 2014
 - Housing Act 1988
 - Equality Act 2010
 - Human Rights Act 1998
 - Neighbourhood and Community Standard
 - Domestic Abuse Policy
 - Safeguarding Policy
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