

ANTI-SOCIAL BEHAVIOUR

POLICY, PROCEDURE and GUIDANCE MANUAL



ANTI-SOCIAL BEHAVIOUR POLICY, PROCEDURE AND GUIDANCE

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POLICY INTRODUCTION

The purpose of this document is to advise staff, residents, applicants, stakeholders and the wider community of our Anti-Social Behaviour Policy which formalises and builds on the corporate values and principles of the organisation.

POLICY

Hanover is committed to the safety and well being of all residents, staff and others that may use our services, but does not assume that they are vulnerable to anti-social behaviour or that they are unable to resolve issues on their own simply by virtue of age or disability.

Hanover will act to empower and support residents or staff and help them seek protection from anti-social behaviour wherever, in the light of particular concerns and in response to an individual's needs and vulnerability, this is appropriate.

We recognise our responsibility to respond appropriately to vulnerable adults, to work with other agencies to ensure their safety and wellbeing and to have clear guidelines on our procedures.

AIMS

To ensure that all staff are aware and able to support the needs of residents, that they receive training and guidance in the recognition of anti-social behaviour. To provide clear guidance on the reporting of any concerns or allegations of anti-social behaviour and to set out the levels of responsibility by ensuring:

- ✓ Staff are aware of our policy
- ✓ Staff receive the appropriate training
- ✓ Allegations of anti-social behaviour are reported and thoroughly investigated
- ✓ Appropriate action is taken
- ✓ Staff adopts an approach of continuous improvement through regular review and monitoring of individual cases of anti-social behaviour


EQUALITY AND DIVERSITY

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination in respect of gender, sexuality, culture, ethnicity, age, disability, marital status or religion – either direct or indirect.

COMMITMENT AND REVIEW

The Group Board looks to the support and professionalism of staff at all levels in making the Policy effective. Our Policy applies to all persons employed or volunteering in The Hanover Group. The effectiveness of this general statement of intent and other specific policies and procedures in use, will be regularly reviewed and revised as and when necessary.

Approved by the Board of Hanover Housing Association (the Group Board) on 21st July 2010



Signed:

Bruce Moore, Group Chief Executive

ANTI-SOCIAL BEHAVIOUR – GUIDANCE

INTRODUCTION

DIFFERENT TYPES OF ANTI-SOCIAL BEHAVIOUR

The types of anti-social behaviour are classified in three ways;

- Nuisance,
- Harassment
- Abuse.

Nuisance

Nuisance is classed as thoughtless behaviour which gives no consideration to others; it may happen between residents but can also be caused by people who are not connected to Hanover. These are examples of behaviours which we would consider to be nuisance:

- ✓ Noise – such as household noise, loud music or televisions, DIY activity (such as using power tools late at night) or barking dogs.
- ✓ Environment –rubbish building up in gardens, fly tipping, dropping litter, graffiti, dog fouling, high hedges, fly posting, excessive vehicle repairs or abandoned vehicles.

Harassment

Harassment is where there is a deliberate intent to interfere in the life of another individual and cause them harm. The intent can be motivated by a person's prejudice against certain groups within society. Hanover will investigate all claims of harassment where the victim believes that the act(s) committed against them have occurred because they have been deliberately singled out.

Abuse

Abuse revolves around the key criteria of vulnerability of the person and their competence to protect themselves. It is not necessarily the actions of the abuser which will decide if a case should be handled as abuse or as one of harassment, but the impact those actions have upon an individual and how they are affecting that person's life. The Safeguarding Policy provides guidance on protection for a person who is less able to cope either physically or mentally with abuse.

Estate Managers must immediately alert the Retirement or Extra Care Housing Manager when dealing with a more serious case of anti-social behaviour.

HANOVER AND ANTI SOCIAL BEHAVIOUR

Hanover values its staff and is committed to providing a healthy and supportive working environment. We do this by providing training for staff and by ensuring the support of Management. Hanover expects that staff are treated with respect.

It is Hanover's Policy to enable and empower residents to resolve anti-social behaviour themselves, although staff will provide support when this is not being achieved. Our procedural guidance is designed to encourage communication between partners both internal and external to Hanover. The guidance will not always give detailed instruction on "what you should do". Instead it encourages individuals or groups to decide "what they can do together" to resolve the anti-social behaviour. This requires those affected to consider the problems and think about solutions.

Hanover is committed to the well being of all residents who live in properties that are managed by Hanover. Resolving anti-social behaviour is important because we want to promote independence and support residents to; enjoy life, play an active part in their communities, take pride in where they live. By providing early support to resolve anti-social behaviour it may be possible to prevent more serious situations developing. These guidance notes have been written with rented property in mind. It is intended that a future revision will address home ownership properties.

Many residents choose to live in properties managed by Hanover because of the reassurance and benefits from living in a community; such as maintaining independence, security, convenience and having access to support. Residents have a responsibility to respect their neighbours and have a right to expect the same level of respect in return.

Where people live in close proximity, it is to be expected that some of the things that their neighbours do may cause them mild irritation.

Examples may include:

- Noise from music or TV
- Noise or litter from Do It Yourself (DIY) works
- General littering
- Smells from the preparation of food
- Parking disagreements
- Pets fouling in communal areas

RESIDENTS' ROLE IN RESOLVING ANTI-SOCIAL BEHAVIOUR IN THEIR COMMUNITY

Residents have a big part to play in helping to tackle anti-social behaviour. When residents sign their tenancy agreements they agree that they will be considerate neighbours and will not cause a nuisance or annoy other people. Residents also agree that their visitors will share this commitment.

RESOLUTION BY RESIDENTS IN THEIR COMMUNITY

Whilst Hanover staff want to be helpful, it is often more productive for relatively minor differences to be resolved constructively between neighbours, by them agreeing what is reasonable. E.g. An agreement is reached that a noisy TV is turned off at the time when people go to bed later in the evening, or head phones are used later in the evening. [Help Sheet 9 - 'Being neighbourly'](#) may be useful to give to residents.

Once Hanover staff become involved there may be a tendency for a minor dispute to escalate as a consequence of the landlord becoming involved and the perception that formal action may be taken.

LOCAL AGREEMENTS

If a low level dispute concerns a number of residents at an Estate, it may be appropriate for the topic and potential resolutions to be discussed collectively. E.g. parking arrangements can be agreed locally. This might be done as part of a review of the Local Agreement for that Estate and would usually involve the Retirement or Extra Care Housing Manager and the Estate Manager.

REPORTING ANTI-SOCIAL BEHAVIOUR TO HANOVER

If a resident is genuinely suffering from anti-social behaviour, we want to make it easy for them to report it. Wherever possible, residents should contact their Estate Manager, but if unavailable they should contact their Retirement or Extra Care Housing Manager. Reports can be verbal or in writing. Residents can make a report themselves or seek the support of a family member, friend or other advocate to do so. Hanover will treat all instances of anti-social behaviour with a balanced and proportionate approach.

CONFIDENTIALITY

Hanover wants to maintain confidentiality. To assist with this, staff are encouraged to keep anti-social behaviour records separate from personal records in the main filing system. Where a person makes a request for intervention, it is important to discuss with them that Hanover is unable to guarantee their anonymity. This is because the description of events provided by the complainant may mean that when it is raised later, the person who has been accused of anti-social behaviour may correctly guess who has made the report of anti-social behaviour.

ASKING HANOVER TO INTERVENE

Where issues cannot be readily resolved between residents directly, or where there are repeated or higher level incidents of nuisance or anti-social behaviour (by residents, other neighbours or visitors), Hanover will try to help using a variety of methods.

Hanover's Anti-Social Behaviour Procedure and Guidance provides staff with the tools to help determine and address the following levels of anti-social behaviour:

1. [Low level anti-social behaviour or nuisance](#)
2. [More serious anti social behaviour, harassment, intimidation or abuse](#)
3. [High level anti social behaviour and recourse to legal actions](#)

Related policies and procedures:

- [Complaints](#) (relating to Hanover delivered services)
- [Safeguarding Residents and Service Users](#)
- [Safeguarding Children](#)
- [Bullying and Harassment Policy and Procedure](#)

EXAMPLES OF CIRCUMSTANCES WHEN IT IS NOT APPROPRIATE FOR HANOVER TO BECOME INVOLVED IN AN ANTI-SOCIAL BEHAVIOUR COMPLAINT

- Resident A has parked in a parking space preferred by Resident B. Resident B asks Resident A to move but they refuse. Hanover does not generally identify spaces for individuals, so whilst this may be annoying for Resident B it cannot in itself be considered as anti-social behaviour.
- Parking disputes occurring outside the estate boundaries
- Retaliatory or 'Tit-for-tat' disputes between two households
- Lifestyle disagreements arising from; cooking smells, occasional noise of children playing, snoring etc.
- An isolated noisy party, event or similar
- A T.V. turned up loud may be due to the onset of an undiagnosed hearing problem.
- There is insufficient evidence to support minor allegations that have been made

- The person making the report is unwilling to take reasonable steps to overcome a dispute such as talking with their neighbour or taking part in mediation.

If acceptable to all, mediation or similar help can be recommended for situations such as these.

Where a decision is made not to take any further action then the person making the report must be informed of the reason. The Estate Manager, Retirement or Extra Care Housing Manager who is handling the complaint will write to them to advise the reason, or speak first and confirm in writing.

HOW WE CAN HELP TO PREVENT A REOCCURRENCE OF ANTI-SOCIAL BEHAVIOUR

If we can identify why anti-social behaviour has occurred, there may be simple action Hanover staff can take to deter the behaviour from recurring.

- ✓ E.g. An incidence of anti-social behaviour occurred between neighbours, who use a designated area to dry their washing. Tension had built over a period of time since one resident was considered to use the area too frequently, thus preventing other residents from hanging out their laundry to dry.

The Estate Manager became aware of the situation and discussed a solution as part of the Local Agreement. Funding was identified to pay for further lines to be fixed. This resolved the problem and the anti-social behaviour did not recur.

RESOLVING ANTI-SOCIAL BEHAVIOUR

When dealing with anti-social behaviour it is important to be calm and to keep things in perspective. Legal action is not usually the quickest or best method of solving such problems. Listening to the person who is reporting the anti-social behaviour may defuse the situation and make a resident feel supported. It is important that staff remain impartial.

Hanover's response to anti-social behaviour should be proportionate. We need to treat more serious cases differently and this guidance suggests a variety of remedies which suit different circumstances. [Appendix A](#) contains details of some of the informal and legal remedies.

CONSIDERING WHETHER TO TAKE FURTHER ACTION

Anti-social behaviour can be complex to deal with and it is not always easy to determine if and when to escalate the action required. These are some of the triggers;

- ✓ The anti-social behaviour is not considered deliberate, but continues after the problem has been raised with the person who is responsible for it
- ✓ The action appears deliberate rather than accidental, or is focussed on a specific person or group
- ✓ The person suffering the anti-social behaviour is vulnerable and at risk of harm
- ✓ There is a clear and continuing breach of the tenancy agreement
- ✓ Damage is being caused to property

THREE LEVELS OF ACTION FOR RESOLVING ANTI-SOCIAL BEHAVIOUR

Level 1.

RESOLVING LOW LEVEL ANTI-SOCIAL BEHAVIOUR (NUISANCE)

Sometimes all a resident may require is to report an incident and know that someone in authority is aware of it. It can sometimes be beneficial to offer a “cooling off period” of one or two days for people to think about how they want to proceed. Residents should be encouraged to try and resolve low level problems themselves. [Help Sheet 9 entitled 'Being neighbourly'](#) provides advice for residents on how to avoid neighbour problems and how residents can try and resolve the problems themselves.

At this stage the Estate Manager should record the incident on the Incident log in the Admin pack.

The Estate Manager should make an appointment within five working days to discuss the anti-social behaviour with the resident(s) reporting a problem, either at their home or the office. If the resident is extremely distressed the meeting should be as soon as possible, ideally the same day or certainly within 24 hours.

Areas to explore in this meeting will include:

- ✓ Details of the incident
- ✓ Details of the perpetrator of the anti-social behaviour, where known
- ✓ Details of anyone who might be willing to act as witness
- ✓ Other organisations that could assist and their contact details
- ✓ The preferred outcome
- ✓ An agreement for staff to visit and discuss the anti-social behaviour with the person(s) being accused

This simple approach may result in a resolution, or there may need to be further low level and informal activity by the Estate Manager;

- ✓ Mediation between each party and considering actions one or both parties might take, or where Hanover could help. In some instances it might be successful to call a meeting of both residents.
- ✓ Using a mediation service; Hanover pays to subscribe to Age UK's Advice, Information and Mediation Service (AIMS). Contact details are 0845 600 2001 or email aims@ace.org.uk . Mediation can only work if everyone wants it to. There may also be a local community mediation service which can assist.
- ✓ Agreeing an [action plan \(Appendix C\)](#). This should help the people involved to consider how to resolve any problems. It also becomes a record of the support given. All actions agreed in this plan will clearly state what will be done, when and by whom. Some actions may involve residents taking action themselves and others may involve outside services and agencies. A copy of the Action Plan must be provided to the resident within 5 working days of the interview.

MONITORING AND DATA COLLECTION

- ✓ Once the incident of anti-social behaviour has reached a level where the Estate Manager is unable to resolve the situation they should ask the Retirement or Extra Care Housing Manager to become involved
- ✓ The Retirement or Extra Care Housing Manager must report to the Complaints Team using the Anti-Social Behaviour Monitoring Form ([Appendix E](#))
- ✓ Retirement or Extra Care Housing Managers are responsible for updating progress, closure and lessons learnt to the Complaints Team on a quarterly basis
- ✓ The Complaints Team will provide monitoring information for the Operations Management Team (OMT) in quarterly performance reports.

In the event that this low level approach is unsuccessful in resolving the anti-social behaviour, then greater detail about actions or remedies is contained in Level 2.

Level 2.

RESOLVING MORE SERIOUS CASES OF ANTI-SOCIAL BEHAVIOUR (HARASSMENT OR ABUSE)

This section should be followed:

- ✓ Where more serious anti-social behaviour is alleged, or previous efforts to resolve low level anti-social behaviour/nuisance have not been successful.

The approach should reflect actions in Level 1 – RESOLVING LOW LEVEL ANTI-SOCIAL BEHAVIOUR/NUISANCE but the action plan should also include:

- ✓ How the person(s) reporting the anti-social behaviour will be kept informed of the progress of the case; i.e. weekly, monthly or fortnightly depending on the nature of the incidents.
- ✓ A commitment to respond to the report within 15 working days from the date of the interview. The investigation period may be extended if the case proves complicated, but we must make sure the person is kept informed
- ✓ Agreement to contact other statutory agencies i.e. Social Services, Police Community Support Officers or the Environment Agency etc.
- ✓ Agreement on what action the staff may take in terms of preventative or legal remedies and the likely timescales
- ✓ Immediate and longer term support requirements
- ✓ Provide Incident Log sheets to log all future incidents ([Appendix D](#))

Further actions for consideration may include:

- ✓ A further visit to the person accused where this is another Hanover resident (if this has been agreed with the person reporting the complaint).
- ✓ Liaison with the Police/ Police Community Support Officer (if applicable)

- ✓ Liaison with external agencies supporting either the complainant or offender (e.g. Social Services, drug/alcohol agencies, mental health agencies)
- ✓ Contact with people in the locality who may have been affected by the incident

Reminder: the identity of the person reporting the anti-social behaviour will not be made known by Hanover to the person accused of anti-social behaviour unless permission has been given for this information to be shared. In practice it may not always be possible to preserve the anonymity of the person reporting the anti-social behaviour and this should be discussed with them.

USEFUL TOOLS

ANTI-SOCIAL BEHAVIOUR ACTION PLAN

Often the key to effective management of any anti-social behaviour case will be the use of an action plan with built in timescales which where possible, has been agreed with the people involved. The action plan must outline how we will provide support and be discussed with all parties on a regular basis ([Appendix C](#)).

ACTION PLAN REVIEW

Reviewing the Action Plan is an opportunity to jointly consider what can be done to progress or resolve the anti-social behaviour. This must be recorded. The frequency of the reviews will depend on the seriousness of the case and the vulnerability of the people involved.

Cases should be kept open and under review until all outstanding actions agreed (at the initial action plan or subsequent reviews) have been completed. The Retirement or Extra Care Housing Manager will review the case and decide when it should be closed. Once a case is resolved then it is important that we reflect on how we have dealt with it. We must consider how we can learn through the experience.

MEDIATION

Mediation can provide additional support and will involve working with other agencies. Mediation can help to build confidence or social skills. Mediation can also help the people involved to see another perspective, to understand difficulties faced by other individuals and how these difficulties may affect their behaviour. There may be a community mediation service available locally who will accept a referral.

PARTNERSHIP WORKING

The Police, Crime Prevention Reduction Partnerships, Police Community Support Offices are all available to provide support to resolve anti-social behaviour. It is expected that Estate Managers will work with local agencies both to prevent and resolve anti-social behaviour when it occurs.

Local Authorities can provide support for low level anti-social behaviour such as crime affecting the local environment, littering and abandoned vehicles. Local Authorities have different remedies such as environment related Fixed Penalty Notices, Noise Abatement Notices or Penalty Notices for Disorder. These can be particularly useful when the anti-social behaviour originates from people external to Hanover, but is affecting the quality of life of Hanover residents.

Local Authorities also have a duty under the NHS and Community Care Act 1990 to assess any person who may be in need of community care services. This must be done with the permission of

that person and is helpful when dealing with someone who may have an undiagnosed and untreated mental health or health issue. It is essential that we refer people for assistance in these circumstances.

It is also important that when health needs have been identified, we make sure that adequate support is provided. General practitioners, social workers, community psychiatric nurses, drug and alcohol workers and health visitors can all provide support.

WHAT IF THINGS ARE WORSE THAN ANTICIPATED?

If, on investigation the evidence suggests that the anti-social behaviour is actually so serious as to constitute harassment (racial or otherwise) action will be taken to:

- ✓ Involve the Police or follow the [Safeguarding Residents and Service Users Policy](#)
- ✓ For staff – the [Bullying & Harassment Policy & Procedure](#)

SUPPORT NEEDS

Hanover staff will consider the support needs of the person reporting the anti-social behaviour and make an assessment on how to meet their needs. This may include:

A; THREAT OF PHYSICAL ATTACK TO PERSON OR PROPERTY

- ✓ Working in partnership with the Police/local crime prevention team or action group – provision of direct telephone no. to the local station
- ✓ Use of transfer system and/or re-housing to temporary/permanent alternative accommodation
- ✓ Provide a direct link to the local Anti-Social Behaviour Partnership who can provide victim support
- ✓ Provision of additional support from family, friends or appropriate local groups

B; VIOLENT & CRIMINAL BEHAVIOUR, DISCRIMINATION, INTIMIDATION AGAINST STAFF

- ✓ In carrying out the assessment, Hanover staff should not expose themselves to a threat of violence or danger.
- ✓ Accompanied visits or passing on responsibility for the assessment to another individual, are acceptable if agreed with your Retirement or Extra Care Housing Manager.
- ✓ Where the Head of Service agrees that legal action is necessary, we must already have supporting evidence in the form of accurate and comprehensive written records.
- ✓ With the agreement of their line manager, an Estate Manager may arrange additional safety for their office e.g. providing a visibility panel in the door or installing a panic alarm

C; LANGUAGE BARRIERS

- ✓ Access to telephone interpreters through Hanover On Call/Language Line

D; EMOTIONAL/MENTAL DISTRESS

- ✓ Access to counselling services
- ✓ Regular telephone calls or visits
- ✓ Witness support during and after court proceedings
- ✓ Support provided by appropriate local groups
- ✓ Support from family and friends

Additional support may also be provided in liaison with external agencies, such as the Police or Social Services.

COUNTER CLAIMS

Occasionally the person who is the subject of complaint may allege that the person making the original accusation was the true offender, that it was their neighbour who "started it"; and they behaved in retaliation. It can be difficult to discover the truth and in this situation supporting evidence is vital.

If the counter-allegations appear genuine then a joint meeting for all parties to discuss the problem may be useful. With the support of the Retirement or Extra Care Housing Manager, the Estate Manager may act as mediator. The outcome of any agreement must be confirmed in writing. If you have reason not to believe the counter allegations, but have evidence to support the original complaint then follow the course in "supporting evidence" (see below).

ADMISSION OF ALLEGATIONS

If the accused person admits that the allegations are true the Estate Manager must warn them about their future conduct. You will need to explain to a resident that they are breaking the tenancy agreement and this breach must be confirmed in writing. If their nuisance behaviour ceases the Estate Manager should write and thank them and advise that the investigation is closed.

SUPPORTING EVIDENCE

If the Estate Manager has been able to collect supporting evidence to demonstrate that the report of anti-social behaviour is justified, they must advise the person(s) implicated that there are several residents (and/or other organisations), who support the original report. Staff should take care that evidence is well founded.

ISSUE WARNINGS

Staff can issue a warning to the person(s) responsible. Verbal warnings must always be confirmed in writing. A warning should make reference to any breach of the tenancy agreement that has occurred and should explain that legal action may be taken if a change in behaviour does not occur. Warnings are made to remind people displaying anti-social behaviour of their obligations and to encourage a change in behaviour. The Police can also issue warnings where it is appropriate to help resolve the anti-social behaviour.

ANTI-SOCIAL BEHAVIOUR COMMITTED BY YOUNGER PEOPLE. GENERAL NEEDS PROPERTIES.

Hanover manages a relatively small number of general needs properties. In some cases, anti-social behaviour may originate from younger people who either live in one of these properties or indeed externally to Hanover.

ANTI SOCIAL BEHAVIOUR FROM PEOPLE EXTERNAL TO HANOVER

We encourage staff at all levels to build strong links with the community, schools and youth programmes. Solid education and suitable activities may reduce the possibility of antisocial behaviour by young people. Early intervention is considered essential.

There are measures available in the form of Anti-Social Behaviour Orders, Parenting Contracts, Intervention Orders (with an anti-social behaviour trigger) and Family Intervention. These are civil orders which can be used by Hanover to prohibit the perpetrator from carrying out specific anti-social acts and/or from entering areas defined on a map, or from associating with people also involved in anti-social acts. A breach of the order would be a criminal offence.

A PARENTING CONTRACT

Parenting Contracts are available if there is anti-social behaviour from younger people. The law supporting the Parenting Contract allows local and registered social landlords including Hanover to enter into Parenting Contracts with a parent of a child to prevent that child engaging in anti-social behaviour. (It comes from Sections 23 of the Police and Justice Act 2006, amending Section 25 of the Anti-social Behaviour Act 2003, inserts two new sections (25A and 25B) into Part 3 of the Anti-social Behaviour Act 2003.)

Level 3.

RESOLVING HIGH LEVEL ANTI-SOCIAL BEHAVIOUR USING LEGAL REMEDIES

This section should be followed:

- ✓ Where more serious anti-social behaviour/nuisance has not been resolved by earlier action in level 1 or level 2.

Legal procedures to resolve high level anti-social behaviour are carried out by the Retirement or Extra Care Housing Manager after consulting with and gaining the support of the Head of Retirement Housing or Head of Operations (Extra Care). The Head will consider budget implications. Appropriate action will then be discussed and agreed with the Solicitor representing Hanover.

USING LEGAL REMEDIES TO HELP RESOLVE ANTI-SOCIAL BEHAVIOUR

The following remedies may be used to help resolve high level anti-social behaviour. Further details are in [Appendix A](#) and [Appendix B](#) – The Legal Framework

- ✓ **ANTI-SOCIAL BEHAVIOUR INJUNCTIONS (ASBIS)**
To use an Anti-Social Behaviour Injunction Hanover must prove that the anti-social behaviour has been affecting the housing management service. For example if a person has been displaying very aggressive behaviour and this has impacted on staff being able to carry out their duties in a safe environment then we may use an anti-social behaviour injunction to prohibit the aggression.

- ✓ **ANTI-SOCIAL BEHAVIOUR ORDERS (ASBOS)**
Hanover can use Anti-Social Behaviour Orders as a preventative measure to stop problematic behaviour. These can be beneficial if the anti-social behaviour is being caused by people external to Hanover. The decision to use the order will be made by the Retirement or Extra Care Housing Manager dealing with the case and can be used alone or in partnership with the Police or a Local Authority.

- ✓ **INTERIM INJUNCTIONS**
Injunctions can be used to stop a property being used for drug dealing, playing loud music late at night, barking dogs, verbal abuse, vandalism, or to prevent a person from entering a specific area.

- ✓ **DEMOTED TENANCIES**
Demoted tenancies may be used in cases where anti-social behaviour has been gradually increasing in frequency or seriousness and if not dealt with could escalate.

- ✓ **POSSESSION PROCEEDINGS**
Repossession is a last resort. We will only consider possession proceedings when; all other avenues to resolve the anti-social behaviour have been tried and failed and there is a need to protect the rights of other tenants and the wider community. We would need to be aware of extreme and persistent breaches of the tenancy agreement which have caused nuisance and annoyance.

OTHER ACTIONS

Hanover may also use other legal remedies with the support of the Police or Local Authority. For example we may use the Environmental Protection Act 1990 for cases where a crime has occurred. Other legal remedies may include The Crime and Disorder Act 1998 and the Police Reform Act, 2002.

Temporary or permanent alternative accommodation can be arranged for people who are suffering from the effects of Anti-Social Behaviour.

Appendix A – INFORMAL AND LEGAL REMEDIES WHICH MAY BE USED TO HELP RESOLVE ANTI-SOCIAL BEHAVIOUR

This section contains further details of the remedies which Hanover can use to prevent or resolve anti-social behaviour.

SUSPENSION OF APPLICANTS FROM THE WAITING LIST

If a potential tenant already on a waiting list is displaying anti-social behaviour then Hanover's National Lettings Panel (in the control of the Head of the Service Centre) can be asked to consider whether there is sufficient evidence to warrant temporarily suspending their application. The National Lettings Panel will also decide how long the suspension should be upheld. This can be up to two years. Potential residents are able to appeal the decision and appeals will be heard by the Head of the Service Centre.

Hanover would suspend an applicant's application where the evidence indicates that within a reasonable timescale a tenancy is not likely to be sustained.

Previous tenancy enforcement action should not be taken into account as grounds for suspension if it occurred two or more years ago and there is no evidence that the tenant has once again been responsible for anti-social behaviour.

ACCEPTABLE BEHAVIOUR CONTRACTS (ABCs) ([APPENDIX F](#))

An Acceptable Behaviour Contract (ABC), also known as an Acceptable Behaviour Agreement, is an intervention designed to engage the individual in recognising their behaviour and its negative effects on others, in order to stop the offending behaviour. An Acceptable Behaviour Contract is a written agreement between a person who has committed anti-social behaviour and their landlord, local authority, youth inclusion support panel or the police – and can be agreed jointly by these agencies or individually. They should only be used where action plans have not been successful.

The Acceptable Behaviour Contract consists of a list of anti-social acts that the person committing anti-social behaviour agrees not to continue and outlines the consequences if the contract is breached. Contracts usually last for six months but can be renewed if both parties agree.

An Acceptable Behaviour Contract can also provide individuals with a chance to change their behaviour and learn from past mistakes. The consequences of not complying with a warning or agreement must be clear and if the person continues with the anti-social behaviour, it may then lead to legal action.

Acceptable Behaviour Contracts are not legally binding, but can be cited in court as evidence in Anti Social Behaviour Order applications or in eviction or possession proceedings.

LEGAL ACTION

The Heads of Service must sanction use of the relevant budget to fund legal action – they should review the case with staff and offer advice on how to progress, including seeking legal advice before any form of legal action is commenced.

If the person reporting the anti-social behaviour (and named witnesses) need to be involved in the legal proceedings, then their willingness to be involved in those proceedings must be established, along with an assessment of the likely outcome.

LEGAL ACTION AGAINST VULNERABLE RESIDENTS

Legal action should only be considered as a last resort. This is especially the case in respect of a resident who does not enjoy good mental capacity. A court will be concerned about the subject's capacity to understand the proceedings or defend themselves. Where eviction is a possibility, a court will be aware of the likely harm it may cause the resident if the court was to support their eviction. Hanover has a duty to act responsibly towards that tenant as well as to their neighbours.

Where Retirement or Extra Care Housing Managers are concerned that a resident's mental health may make the subject vulnerable, then prior to commencing legal action they should advise staff at Social Services. If the person accused of anti-social behaviour has a case worker or is already supported by Social Services, they should be informed of Hanover's plans and the timescales for action. If not, then a formal written referral must be made. This should include reference to the action proposed by Hanover. Hanover will welcome support which is constructive in solving the anti-social behaviour.

Retirement or Extra Care Housing Managers should consider whether they need to consider any other disabilities in a similar way and involve support staff at Social Services as a result.

1. ANTI-SOCIAL BEHAVIOUR INJUNCTIONS (ASBIS)

The Anti-social Behaviour Act 2003 has provided Hanover with the same powers as Local Authorities when applying for an injunction on the grounds of anti-social behaviour. If any injunction is breached this will be contempt of Court and Hanover can apply for this contempt to be punished by a fine or committal to prison.

Anti-Social Behaviour Injunctions relate specifically to housing management functions, The Housing Act 1996, sets out the basis on which these injunctions can be granted by the court. The Anti-social Behaviour Act 2003 and Section 26 of the Police and Justice Act 2006 made significant changes to these powers.

Injunctions are a quick and effective tool and can be used easily. The main use would be in more serious cases where there is a threat of violence. Anti-Social Behaviour Injunctions may be used in all forms of tenure, as long as there is evidence that anti-social behaviour is having an impact on housing management functions.

To take out an injunction the anti-social behaviour does not need to occur in the vicinity of the housing accommodation, providing that it is directly or indirectly related to or affects the housing management functions of Hanover.

An alleged offence which is not supported by sound evidence and which is later shown to be unproven or untrue may result in a claim for damages against Hanover.

Injunctions are often time restricted (e.g. 3 months) and this means that they may only prove to be a short-term measure. If the individual has used or threatened violence or there is a significant risk of harm to victims, it may be possible as part of the injunction, to obtain a power of arrest and establish an exclusion zone, (including exclusion from someone's home).

2. ANTI-SOCIAL BEHAVIOUR ORDERS (ASBOS)

Anti-Social Behaviour Orders are an effective way of stopping the actions that make people's lives a misery, when other attempts to modify disruptive behaviour have failed. An Anti-Social Behaviour Order can be made against anyone aged 10 years or over who has acted in an anti-social manner. It can be used as a method of protecting members of a community.

3. INTERVENTION ORDERS

Intervention Orders are now available through section 20 of the Drugs Act 2005. They can be attached to Anti-Social Behaviour Orders (ASBOs) in the same way as Individual Support Orders (ISOs), but are designed to tackle anti-social behaviour as a result of drug misuse. Police or Local Authorities would generally apply for these on the behalf of Hanover.

4. TENANCY DEMOTIONS

Tenancy Demotion allows Hanover, under the Anti-Social Behaviour Act 2003, to demote secure and assured tenancies on the grounds of anti-social behaviour. They last for 12 months. A Demotion Order allows Hanover to change the terms of the tenancy to make it less favourable to the tenant. Rent charges and the date payable remain the same. The main effect of a Demotion Order is that it makes it much easier for Hanover to end the tenancy.

A Demotion Order can be granted by the Court if it is satisfied that the tenant or a person residing in or visiting the property, has taken part in, or threatened to take part in, anti-social behaviour or used the premises for unlawful purposes, such as drug dealing. The Court must also be satisfied that it is reasonable to grant such an order. If appropriate an injunction can be applied for whilst awaiting the outcome of a Demotion Order.

Effect of Demotion on an Assured Tenancy

If the tenant subject to the order holds an assured tenancy and the court decides to grant a Demotion Order, this will end the assured tenancy and replace it with a Demoted Assured Short-Hold Tenancy. There is no restriction on Hanover obtaining a Possession Order during the first six months of the tenancy, although they must give notice in accordance with Section 21 of the Housing Act 1988. The tenant will lose a number of the rights enjoyed under an assured tenancy.

5. POSSESSION ORDERS

Eviction is a serious sanction that should be used when necessary to protect others, but only as a last resort. It is important that the person(s) committing acts of anti-social behaviour are aware of the consequences of their behaviour. When they do not stop behaving anti-socially, then possession proceedings should be sought.

The nuisance grounds for possession are discretionary, and the court will only award possession if it is reasonable to do so. An example NOSP is included at [Appendix C](#). Section 16 of the Anti-social Behaviour Act 2003, asks judges to use their discretion when dealing with social landlords' claims for possession. Judges are required to give particular consideration to the effect of anti-social behaviour on victims and the wider community, when making their decision about whether to grant possession. Discretionary grounds for possession in instances of nuisance behaviour depend on the type of tenancy held, explained below;

Secure Tenants

Schedule 2 of the Housing Act 1985 includes the following discretionary grounds for possession (Ground 2);

The tenant or a person residing in or visiting the dwelling-house–

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

Assured Tenants

Schedule 2 of the Housing Act 1988 includes the following discretionary grounds for possession relating to assured tenancies (Ground 14);

The tenant or any other person residing in the dwelling–house has been guilty of conduct which is a nuisance or annoyance to adjoining occupiers, or convicted of using the dwelling–house or allowing the dwelling house to be used for immoral or illegal purposes

An ‘outright Possession Order’

If an outright possession order is given the tenant must leave the accommodation by the date given in the order. The date is usually 14 days after the date of the court hearing. In an exceptionally difficult situation (such as if the tenant is ill or has very young children living with them), the judge may delay eviction for up to six weeks. If a tenant has not left once the date given in the possession order has passed Hanover can apply to the court for the bailiffs to evict the tenant. It usually takes two to four weeks before the bailiffs come to physically remove them from the property and they may only give a few days’ notice.

A ‘suspended possession order’

The court may decide that Hanover has a good reason to want to evict a tenant, but that it would not be fair to do so immediately. In this situation the judge may decide to award Hanover a suspended possession order. This means that the tenant can stay in their home as long as they keep certain conditions. These conditions will be explained on the court order. For example the tenant may be ordered not to cause further disturbance to their neighbours. If the tenant does not keep to all of the conditions of the order Hanover can apply to the court for the bailiffs to evict. This could then happen quickly and without further warning.

‘Adjourning the case’

The judge may decide that the case cannot be decided yet and that the hearing should be delayed. This is called ‘adjourning the case’. It can be done either indefinitely (the Latin “sine die” is often the name used) or for a fixed period of time. This might happen if:

- Hanover and the tenant do not agree on the type of tenancy held
- the judge allows time for something to be resolved (like a housing benefit claim)
- the judge needs more evidence before making a decision

If the case is adjourned we may be given a date for another court hearing. Alternatively we may be told to reapply to the court after a fixed period of time or if the circumstances of the case change.

Appendix B

THE LEGISLATIVE FRAMEWORK

There are a wide range of tools and powers available. To be at their most effective it is essential that the right intervention or combination of interventions, is used at the right time. Enforcement should be matched with appropriate support for the person(s) displaying anti-social behaviour to tackle the cause. This table describes; the type of anti-social behaviour and explains the legislation which can be relevant, the type of enforcement and the possible support available.

Behaviour	Relevant Legislation	Enforcement	Support
DOMESTIC NOISE			
		Acceptable Behaviour Contract and Agreements	Mediation
	S2 and s8(1), Noise Act 1996 (updated by s42 of the Anti-social Behaviour Act 2003)	Fixed Penalty Notice for night noise	Warnings and agreements
	S10, Noise Act 1996	Confiscation of equipment	
	S79–80, Environmental Protection Act 1990	Noise Abatement Notice, prosecution for breach	
	Housing Act 1996 (as amended by part 2 of the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Injunction, demoted tenancy, possession and eviction	
	S222, Local Government Act 1972 (as amended by the Police and Justice Act 2005)	Injunction for public nuisance	
	S1, Crime and Disorder Act 1998 (updated by the Police Reform Act 2002)	Anti-social Behaviour Order (ASBO), freestanding or on conviction	Individual Support Order (Individual Support Orders) if freestanding and aged 10–17
ROWDY AND NUISANCE BEHAVIOUR			
		Acceptable Behaviour Agreement/Acceptable Behaviour Contracts	Family Group counselling
	S5, Public Order Act 1986	Penalty Notice for Disorder	Youth diversion
	S30–36, Anti-social Behaviour Act 2003	Dispersal of groups	Parenting Contracts
	S222, Local Government Act 1972 (as amended by the Police and Justice Act 2006)	Injunction for public nuisance	Warnings and Agreements
	S8, Crime and Disorder Act 1998 (as amended by the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Parenting Order (also provides support)	Restorative Justice
	S11, Crime and Disorder Act 1998	Child Safety Order (children under 10; also	Alcohol treatment

Behaviour	Relevant Legislation	Enforcement	Support
	S14, Crime and Disorder Act 1998	provides support) Local Child Curfew Scheme (children under 16)	
	S1, Crime and Disorder Act 1998 (updated by the Police Reform Act 2002)	ASBO	(Individual Support Orders) if freestanding and aged 10–17
ANIMAL-RELATED NUISANCE			
Irresponsible dog ownership		Acceptable Behaviour Agreement/Acceptable Behaviour Contracts	Warnings and agreements Mediation Education
Consistent barking	S80, Environmental Protection Act 1990	Noise Abatement Notice. Prosecution for failure to comply	
Allowing dogs to intimidate individuals	S2 and s8(1), Noise Act 1996 Housing Act 1996 (as amended by part 2 of the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Penalty Notice for night noise Injunction or demoted tenancy	
	S1, Crime and Disorder Act 1998 (updated by the Police Reform Act 2002)	ASBO, freestanding or conviction (on animal owner)	(Individual Support Orders) if freestanding and aged 10–17
DRUGS/SUBSTANCE MISUSE			
		Acceptable Behaviour Agreement/Acceptable Behaviour Contract	Physical and mental health services
	Misuse of Drugs Act 1971	Prosecution for drugs offences	Drug treatment
	Housing Act 1996 (as amended by part 2 of the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Injunction, demoted tenancy, possession and eviction (breach of tenancy)	Counselling Compulsory drugs testing for trigger offences (s2, Drugs Act 2005)
	S222, Local Government Act 1972 (as amended by the Police and Justice Act 2006)	Injunction for public nuisance	Assessment by drugs specialist
	S1–11, Anti-social Behaviour Act 2003	Closure powers for Class A drugs	(Individual Support Order) if freestanding and aged 10 to 17
	S1, Crime and Disorder Act 1998 (updated by the police Reform Act 2002)	ASBO, freestanding or on conviction	Drug Intervention Order if 18 or over
DRUG DEALING			
	S1–11, Anti-social Behaviour Act 2003	Closure powers for Class A drugs	Physical and mental health services
	Misuse of Drugs Act 1971	Prosecution for drugs offences and ASBO on	Drug treatment

Behaviour	Relevant Legislation	Enforcement	Support
	S153b, Housing Act 1996 (as amended by part 2 of the Anti-social Behaviour Act 2003)	conviction Anti-social behaviour injunction and eviction (breach of tenancy, illegal activity)	
	S1, Crime and Disorder Act 1998 (updated by the police Reform Act 2002)	ASBO, freestanding or on conviction	(Individual Support Order) if freestanding and aged 10 to 17 Drug Intervention Order if 18 or over

ALCOHOL RELATED ANTI-SOCIAL BEHAVIOUR

Arrest for being drunk and disorderly, and Conditional Caution	Alcohol treatment Housing support Youth diversion Physical and mental health interventions Acceptable Behaviour Agreement/Acceptable Behaviour Contract Parenting Contract/Parenting Order Environmental improvements in parks and public places to discourage groups of drinkers
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VERBAL AND PHYSICAL ABUSE – CRIMINAL DAMAGE – VIOLENCE AND THREAT OF VIOLENCE


	Acceptable Behaviour Agreement/Acceptable Behaviour Contract	Warnings and agreements Mediation
S8, Crime and Disorder Act 1998 (as amended by the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Parenting Order (also provides support)	Parenting Contracts Restorative Justice
S5, Public Order Act S2, Protection from Harassment Act 1997	Penalty Notice for Disorder Prosecution (and Restraining Order or ASBO on conviction) Arrest and bail conditions	
Housing Act 1996 (as amended by part 2 of the Anti-social Behaviour Act 2003 and Police and Justice Act 2005)	Injunction (without notice), demoted tenancy, possession and eviction	
S222, Local Government	Injunctions for public	

Behaviour	Relevant Legislation	Enforcement	Support
	Act 1972 (as amended by the Police and Justice Act 2006)	nuisance	
	S1, Crime and Disorder Act 1998 (updated by the police Reform Act 2002)	ASBO, freestanding interim without notice; ASBO on conviction	(Individual Support Order) if freestanding and aged 10-17

Anti-Social Behaviour Action Plan

Name of person reporting:		Estate Code:
Name of person recording:		Job Title:
Type of Anti-social behaviour reported (e.g. Litter):		
Date	Action Agreed	Agreed Outcome
		Review date:
Signature: Estate/Retirement or Extra Care Housing Manager		Signature: Resident
Date	Action Agreed	Agreed Outcome
		Review date:
Signature: Estate/Retirement or Extra Care Housing Manager		Signature: Resident
Date	Action Agreed	Agreed Outcome
		Review date:
Signature: Estate/Retirement or Extra Care Housing Manager		Signature: Resident
Date	Action Agreed	Agreed Outcome
		Review date:
Signature: Estate/Retirement or Extra Care Housing Manager		Signature: Resident

Appendix D – Anti-Social Behaviour Incident Log – (available under Supporting information in the A-Z on h-net)



Anti-Social Behaviour – Incident Log

Incident No.	Date	Duration (give exact times, if possible)	Nature of Incident e.g. details of the incident, the location, the people involved and the effect that it had on you/your family/others	Witnesses (include names and addresses)	For official use

Given to: (name)..... On completion, please hand to/send to:

(address)

Date:.....

Appendix E – Anti-Social Behaviour Monitoring Form – (available under Supporting information in the A-Z on h-net)

hanover Anti-Social Behaviour Monitoring Form

Confidential Information

Please click in the right hand box below to start and complete all questions

Your details

Name of the Person Reporting the ASB

Gender

Age

Estate code

Type of Anti-Social Behaviour

The person being reported

Ethnicity

Disability

Care Package

Location, where the anti-social behaviour took place

Have you reported the ASB to your line Manager?

Partnership Working

Which support tools are you using to resolve the anti-social behaviour?

Job title

Date of report

Please give brief detail of anti-social behaviour/include any information you felt unable to add to the left hand columns

This information is required for monitoring cases of Anti-Social Behaviour and must be sent to the Complaints Coordinator by the Housing Manager as soon as it is reported to them. Once completed save the form and then click on 'File' at the top left, scroll down to 'Send To' and click on 'Mail Recipient' click ok and then enter the email "Complaints@Hanover.org.uk" - click send.

Acceptable Behaviour Contract

This agreement is between:	and:
Mr John Smith	Hanover Housing Association

Name	Address
Mr John Smith 123 Brown Street Cambridge	Hanover Housing Association Nelson House Alington Road Eynesbury St. Neots Cambridgeshire PE19 6RE

1. I agree to the following in respect of my future behaviour

- Not to act in a manner which causes, or is likely to cause harassment, alarm or distress to Mr and Mrs Nollings, 5 Hanover Court, Cambridge
- To park my mobility scooter in such a way as not to inconvenience any neighbours resident in my block.

2. In addition, I enter into an agreement with Fred Jones, Retirement Housing Manager, not to act in a manner which causes, or is likely to cause harassment, alarm or distress to any person, or to damage property within the locality of Hanover Court, Cambridge

3. I fully understand the meaning of this agreement and am aware that if I breach this agreement Hanover will consider applying for an Anti-Social Behaviour Order and/or take legal action to repossess the property at 4 Hanover Court, Cambridge

Signed _____ Date [Add here]

Witnessed (print name) Helen Red – Estate Manager

Signed _____ Date [Add here]

Housing officer: (print name) Fred Jones – Retirement Housing Manager

Signed _____ Date [Add here]

Police: (print name)

Date [Add here]

Police: (print name)

Signed _____

THIS IS AN EXAMPLE FOR AN ASSURED TENANCY – THERE IS FULL GUIDANCE FOR ISSUING A NOTICE SEEKING POSSESSION ON H-net

<http://h-netpoc/intranet/documents/147/608/Notice%20of%20Seeking%20Possession%20-%20Serving%20a%20notice%20of%20Seeking%20Possession.pdf>

HOUSING ACT 1988

Section 8 as amended by section 151 of the Housing Act 1996

Notice seeking possession of a property

let on an Assured Tenancy or an Assured Agricultural Tenancy

- Please write clearly in black ink.
 - Please tick boxes where appropriate and cross out text marked with an asterisk (*) which does not apply.
 - This form should be used where possession of accommodation let under an assured tenancy, an assured agricultural occupancy or an assured shorthold tenancy is sought on one of the grounds in Schedule 2 to the Housing Act 1988.
 - Do not use this form if possession is sought on the “shorthold” ground under section 21 of the Housing Act 1988 from an assured shorthold tenant where the fixed term has come to an end or, for assured shorthold tenancies with no fixed term which started on or after 28th February 1997, after six months has elapsed. There is no prescribed form for these cases, but you must give notice in writing.
-

1. To [Names(s) of tenant(s)]

Mr Joseph Bloggs

2. Your landlord / ~~licensee~~ * intends to apply to the court for an order for possession of [Address of property];

1 Hanover Court, Hanover Place, Anytown

3. Your landlord / ~~licensee~~ * intends to seek possession on the following grounds in schedule 2 to the Housing Act 1988;

Ground 12 – which says; “Any obligation of the tenancy (other than one related to the payment of rent) has been broken or not performed.” and/or *

Ground 14 – which says; “The tenant or any other person residing in the dwelling–house has been guilty of conduct which is a nuisance or annoyance to adjoining occupiers, or has been convicted of using the dwelling–house or allowing the dwelling–house to be used for immoral or illegal purposes.

4. Give a full explanation of why each ground is being relied on.

(Remove/complete as appropriate using your own choice of appropriate text)

Ground 12

(Copy the tenancy condition from the tenancy agreement which has been broken and describe in what way the tenant has broken the condition.)

e.g. Condition number NN in the tenancy agreement dated between Hanover and yourselves states that you will ...

On the following dates you and have therefore broken the tenancy obligations.

Ground 14

(Describe in what way the tenant or anyone else residing in the property has been guilty of conduct which has caused nuisance or annoyance to adjoining occupiers, or has been convicted of using the dwelling–house or allowing the dwelling–house to be used for immoral or illegal purposes.)

e.g. On the following dates you which caused nuisance or annoyance to neighbouring occupiers.

If applicable – you have been convicted of using the dwelling–house or allowing the dwelling–house to be used for immoral or illegal purposes. You were found guilty in Anytown court on ...(date).... of the followingwhich took place within the property described above at 2.

Notes on the grounds for possession

- If the court is satisfied that any of the grounds 1 to 8 is established it must make an order (but see below in respect of fixed term tenancies)
- Before the court will grant an order on any of the grounds 9 to 17, it must be satisfied that it is reasonable to require you to leave. This means that, if one of these grounds is set out in section 3, you will be able to suggest to the court that it is not reasonable that you should have to leave, even if you accept that the ground applies.
- The court will not make an order under grounds 1, 3 to 7, 9 or 16, to take effect during the fixed term of the tenancy (if there is one) and it will only make an order during the fixed

term on grounds 2, 8, 10 to 15 or 17 if the terms of the tenancy make provision for it to be brought to an end on any of these grounds.

- Where the court makes an order for possession solely on ground 6 or 9, the landlord must pay your reasonable removal expenses.

5. The court proceedings will not begin until after;

(Give the earliest date on which court proceedings can be brought)

7 June 2010

-
- Where the landlord is seeking possession on grounds 1, 2, 5 to 7, 9 or 16, court proceedings cannot begin earlier than 2 months from the date this notice is served on you (even where one of the grounds 3, 4, 8, 10 to 13, 14A, 15 or 17 is specified) and not before the date on which the tenancy (had it not been assured) could have been brought to an end by a notice to quit served at the same time as this notice.
 - Where the landlord is seeking possession on grounds 3, 4, 8, 10 to 13, 14A, 15 or 17, court proceedings cannot begin earlier than 2 weeks from the date this notice is served (unless one of the grounds 1, 2, 5 to 7, 9 or 16 is also specified in which case they cannot begin earlier than two months from the date this notice is served).
 - Where the landlord is seeking possession on ground 14 (with or without other grounds), court proceedings cannot begin before the date this notice is served.
 - Where the landlord is seeking possession on ground 14A, court proceedings cannot begin unless the landlord has served, or has taken all reasonable steps to serve, a copy of this notice on the partner who has left the property.
 - After the date shown in section 5, court proceedings may be begun at once but not later than 12 months from the date this notice is served. After this time the notice will elapse and a new notice must be served before possession can be sought.

6. Name and Address of landlord / licensor.

To be signed and dated by the landlord or licensor or his agent (someone acting for him). If there are joint landlords each landlord or the agent must sign unless one signs on behalf of the rest with their agreement.

(Signed)

J Smith

(Date)

3 May 2010

On behalf of the landlord/licensor*;

Name; ***HANOVER HOUSING ASSOCIATION/HANOVER IN HACKNEY HOUSING ASSOCIATION ****

Address; ***NELSON HOUSE, ALINGTON ROAD, EYNESBURY, ST NEOTS, CAMBRIDGESHIRE PE19 2RB***

Telephone; ***01480 475069***

OTHER AGENCIES WHO MAY BE ABLE TO PROVIDE HELP AND SUPPORT

Listed below are websites which will provide further help and advice on antisocial behaviour and its effects;

Citizens Advice Bureau

The website will provide the telephone number of your nearest Citizens Advice Bureau office.

WWW. Citizensadvice.org.uk

Myddelton House, 115–123 Pentonville Road

London, N1 9LZ

http://www.adviceguide.org.uk/index/your_family/housing/anti_social_behaviour_in_housing.htm

The Home Office

<http://www.homeoffice.gov.uk/anti-social-behaviour/>

Direct.Gov

http://www.direct.gov.uk/en/CrimeJusticeAndTheLaw/Typesofcrime/DG_4001652

Anti-Social Behaviour

<http://antisocialbehaviour.org.uk/>

Communities and Local Government

http://www.adviceguide.org.uk/index/your_family/housing/anti_social_behaviour_in_housing.htm

Anti-Social Behaviour – Policy, Procedure and Guidance manual

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