

---

## Anti-Social Behaviour

### What is Anti-Social Behaviour?

Anti-social behaviour is usually defined as behaviour which causes or is likely to cause harassment, alarm or distress to others. Anti-social behaviour can involve nuisance, harassment or abuse and criminal activity, such as:

- Noise nuisance
- Aggressive behaviour
- Graffiti
- Property damage
- Hate crime
- Domestic abuse

### Hanover's Commitment

Hanover is committed to promoting successful communities and neighbourhoods. We recognise that ASB can have a devastating effect on the lives of Hanover's residents and the communities in which they live. We take steps to prevent crime and ASB occurring on estates and take a victim-centred approach where this does occur. Where possible we take part in multi-agency partnerships to address ASB in a particular area.

Hanover will operate an effective case management and monitoring system to oversee ASB cases. ASB cases will be categorised into one of three categories and responses will be expected to meet set timescales. Domestic violence, hate crime and inappropriate behaviour towards our staff will always be responded to with the highest priority.

### Your Commitment

Residents have a big part to play in helping to tackle anti-social behaviour. By signing your tenancy agreement, lease or licence you agree that you and your visitors will be considerate neighbours and will not cause a nuisance or annoy other people. In order for Hanover to be able to tackle anti-social behaviour successfully it may also be necessary for our residents to record details or give statements in relation to anti-social behaviour they are experiencing.

### Reporting ASB

If you would like to make a report of ASB, please contact your Estate or Housing Manager in the first instance. If the matter is urgent and out of our normal office hours, please contact Hanover on Call who will contact an appropriate member of staff. Your Housing Manager will contact you to find out more details and agree with you an action plan covering the next steps.

---

## **Investigation by Hanover**

Housing Managers are responsible for investigating reports which have been categorised as ASB. If you are a victim of ASB this may involve providing you with a log to record incidents. Where the Housing Manager finds there is a case to answer, Hanover will take action proportionate to the ASB.

## **Actions Hanover Will Take**

Where Hanover finds that there is a case to answer as a result of an investigation, Hanover will use any of a range of tools as is suitable to the facts and seriousness of the ASB. These include:

- Warning letters
- Mediation
- Action plans
- Acceptable behaviour contracts
- Notice Seeking Possession (Rented)
- Notice to Quit (Licences)
- Injunctions
- Possession proceedings (Rented)
- Criminal behaviour orders
- Dispersal orders
- Community protection notices
- Eviction (Rented)
- Forfeiture (Leasehold)

With leasehold properties, Hanover as the landlord or managing agent may be restricted on the actions we can take by the terms of the lease and it may be required that the affected leaseholder takes legal action. Hanover will provide support and advice to residents where it cannot take direct action.

## **Keeping You Updated**

Whether you are a victim of ASB or a perpetrator, Hanover will keep in regular contact with you throughout the investigation process and any actions following this.

## **Neighbourly Disputes**

Hanover will only engage its ASB procedure where it considers there to be ASB. Where neighbourly disputes do not involve ASB, residents are encouraged to resolve these between themselves where possible. Hanover may be able to offer mediation to aid this or through the support planning process.