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## 1. Policy Scope

- 1.1 This policy sets out ZK Investment's approach to handling reports of Anti-Social Behaviour
- 1.2 This policy applies to all of the tenants who live in homes that ZK Investments manages

## 2. Key terms and definitions

- 2.1 Anti-Social Behaviour, as defined in the Anti-Social Behaviour, Crime and Policing Act 2014 is
  - 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
  - Conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.2 The types of behaviour that ZK Investments considers to be Anti-social are:
  - Domestic violence and abuse
  - Physical violence
  - Arson
  - Hate related incidents (based on race, sexual orientation, gender reassignment, disability, religion or belief)
  - Verbal abuse, harassment, intimidation or threatening behaviour
  - Drugs, substance misuse or drug dealing
  - Alcohol-related nuisances
  - Vandalism and damage to property
  - Prostitution, sexual acts or kerb crawling
  - Illegal and immoral use of premises
  - Other criminal behaviour
  - Misuse of communal areas or public spaces or loitering
  - Noise (e.g. persistent loud music)
  - Pets and animal nuisance
  - Nuisance from vehicles
  - Garden nuisance
  - Litter, rubbish or fly-tipping in common areas

### **3. Policy**

- 3.1 ZK Investments will receive reports of Anti-Social Behaviour by email or through our website.
- 3.2 We will provide our staff with training and guidance so that they can effectively investigate any reports of Anti-Social Behaviour.
- 3.3 We will in partnership with the residents, the wider public, local authorities, statutory services, the police, registered providers and other agencies as necessary to tackle Anti-Social Behaviour.
- 3.4 We will respond to reports of Anti-Social Behaviour no later than 3 working days.
- 3.5 We will take no action where there is insufficient evidence or where the responsibility to do so lies with another service i.e. The police or Local Council.
- 3.6 We will not usually take action when the complaint is concerning the behaviour that results from different lifestyles, or which would not generally be considered unreasonable.
- 3.7 We will only investigate noise nuisance when it is of recurrently excessive in volume and duration or it occurs during the hours of 11pm to 7am.
- 3.8 We will encourage our residents to solve minor disputes between themselves where appropriate and only involve us when a resolution has not been possible.
- 3.9 We will inform the complainant and any witness of any actions we are taking. We will also contact them when closing a case, giving our reasons for doing so.
- 3.10 We will close a case after investigation and appropriate action is taken and where:
  - It has been successfully resolved
  - There are no further reports of the Anti-Social Behaviour after 4 weeks
  - No further action can be taken

3.11 We will take action against complainants for breach of tenancy where we find the complaints of Anti-Social Behaviour are malicious and untrue.

3.12 We will instruct any tenants who have witnessed or been a victim of a crime to contact the police.

3.13 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 provision of the Crime and Disorder Act 1998

3.14 All personal data and information will be processed in line with the Data Protection Act 1998 and our own Data Protection policies and procedures.