



The Whiteley Homes Trust

Anti-Social Behaviour Policy

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EIA	Yes

Review Tracker

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Introduction

At The Whiteley Homes Trust, known throughout this policy as the Trust, we're committed to fostering a safe, inclusive, and transparent environment for everyone who lives, works and is associated with us. This policy sets out the standards and responsibilities for dealing with reports of Anti-Social Behaviour (ASB) designed to ensure clarity, consistency, and confidence across all interactions and practices.

We believe that transparency builds trust, so this document uses language that reflects the many roles and relationships within our community. Whether you are an employee, resident, volunteer, contractor, supplier, or third-party partner, this policy aims to guide and inform you in a way that's accessible, respectful, and representative.

Through clarity and openness, we aim to foster understanding, accountability, and confidence across our workforce and wider community.



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Scope of Applicability

This policy applies to all individuals engaged with The Trust, including employees, agency workers, bank workers and volunteers. Throughout this policy, these groups are referred to collectively as “employees” for clarity and ease of reference.

It also covers residents including beneficiaries, tenants in our private let homes and their households. Throughout this policy, these groups are referred to collectively as “residents” for clarity and ease of reference.

In addition, this policy extends to third-party stakeholders, including contractors, suppliers, and external individuals or organisations that provide services on behalf of the Trust.

The Trust is committed to communicating with openness and transparency. By clearly outlining who is covered by our policies, we aim to foster understanding, accountability, and trust within our diverse community.

This policy does not cover incidents of ASB that take place outside Whiteley Village. In these cases, the Trust will consider whether the conditions of the Licence to Occupy or tenancy agreement have been breached and what action to take in line with our Termination of Licence policy.

Purpose

This policy outlines the Trust’s approach to tackling ASB occurring within Whiteley Village.

It sets out how the Trust defines ASB and how we categorise different types of ASB according to the severity and how we will respond to and investigate reports of ASB. It also details the specific measures we will consider taking to resolve ASB.

This policy incorporates a victim-centred approach, with a focus on supporting those most affected by ASB. The Trust recognises that some residents may be especially vulnerable and it may be difficult for them to make their views and voices heard. We will ensure we listen carefully to their concerns and will communicate effectively with them about the actions being taken or proposed, to reach the most appropriate outcome.

Definitions

The Anti-Social Behaviour, Crime and Policing Act 2014 defines ASB 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.



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ASB includes but is not limited to:

- Noise nuisance at high levels or unreasonable hours
- Verbal abuse or threatening behaviour
- Acts of violence against people or property
- Hate crime incidents motivated by someone's age, disability, religion, sexual orientation, gender, gender identity, marital status, ethnicity or race
- Drug and alcohol related incidents
- Intimidation and harassment
- Vandalism, graffiti and damage to communal areas
- Fly-tipping or abandoned vehicles
- Serious nuisance caused by pets
- Criminal activity

Behaviour not considered to be ASB under this policy includes but is not limited to:

- Normal day-to-day living, such as doors closing, toilets flushing, cooking smells, reasonable DIY, children playing or babies crying
- Clashes of lifestyle or cultural differences
- Personal differences or unfriendly looks or stares
- One-off events, such as holding a party
- Pets causing a minor nuisance
- Parking issues
- Unacceptable behaviour as defined in our Unacceptable Behaviour Policy

Our Approach to ASB

The Trust operates a zero-tolerance policy towards ASB.

We will publicise our approach to tackling ASB in the Resident Handbook and on our website.

We will be proactive in investigating all reports of ASB and will rely on evidence-based approach to determine whether ASB has occurred and what action may be appropriate.

We will adopt a victim-centred approach, undertaking a risk assessment for each ASB case, and will carefully consider the concerns of those reporting ASB and the outcome they are seeking.

We will be clear with residents about what action will be taken. We will develop action plans with residents and provide regular feedback regarding progress made.

We will work in partnership with other agencies, such as the police and environmental health to support any actions they take and will assess what separate action the Trust also needs to take to address the problem and to support the victim.

We will not disclose the victim's name to the perpetrator without the victim's permission.

We will provide training, supervision, guidance and support for our employees so they are equipped to manage complex ASB cases.



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1. Reporting ASB

ASB can be reported to us in different ways, including in person, in writing, over the phone, by email and on our website.

If you are reporting a crime, we expect you to also report this to the police and keep us updated with the action they are taking.

2. Risk Assessment and ASB Categories

We will carry out a risk assessment of the situation reported to us so that any actions we take are proportionate and measured. This will include an assessment of the nature of the incidents, their impact and will consider any issues which may make the complainant particularly vulnerable.

If we decide the reported behaviour is not ASB, we will explain the reasons why and what action we can take or support we can offer to help improve the situation.

Where the reported behaviour is considered ASB, a risk rating will determine what our initial response time will be.

Risk Ratings:

Risk Rating & Response Times	Type of ASB
Cat 1 - HIGH Risk Cases (24 hours – 1 working day)	Threats of or actual physical assault, intimidation or harassment, hate-related incidents, damage to property, etc
Cat 2 -MEDIUM Risk Cases (3 working days)	Repetitive noise nuisance, persistent breaches of licence, etc
Cat 3 - LOW Risk Cases (5 working days)	Minor neighbour disputes, some noise nuisance, etc

If we are unable to meet the response times above, we will write to the complainant and provide revised timescales.

3. Collecting Evidence

Before deciding what action should be taken, we will gather supporting evidence to show whether ASB has occurred, who is responsible for causing it and its level of seriousness. Our investigations could include:

- Asking residents to complete diary sheets recording what happened, when, who was responsible and the impact



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- Contacting witnesses and asking them to provide a statement. With consent, witness statements may be used to support formal legal action by the Trust
- Interviewing all parties
- Reviewing CCTV and video footage
- Requesting information from external organisations such as the police or environmental health

We will keep accurate and detailed records of all evidence collected.

Some investigations may take time. We will update the resident at least every 15 working days on the progress of the investigation and action taken to date.

4. Possible Action by the Trust

Based on the evidence available and the seriousness of the ASB, our actions may include;

- Verbal or written warnings
- Mediation
- Supporting other agencies (such as the police or environmental health) to take action
- Signposting residents to external support agencies such as Victim Support
- Acceptable Behaviour Contracts
- Setting aside the Licence to Occupy in line with our Termination of Licence policy
- Taking formal legal action such as applying for possession of the property or an injunction

5. Closing an ASB case

The Trust will wait to assess whether any action taken has been effective before closing a case.

An ASB case may be closed if:

- There is no evidence to support the allegations
- We have taken all reasonable action to resolve the matter
- There have been no further incidents for 20 working days following the investigation outcome being shared with relevant parties
- The behaviour is no longer considered ASB
- The complainant is not engaging with us or is unwilling to provide diary sheets or other evidence to support their allegations
- The complainant asks for the case to be closed

6. Complaints

If a resident is unhappy with how their ASB has been handled, they can make a formal complaint in line with our Complaints Policy.

Residents can also request an independent multi-agency case review (formerly known as a Community Trigger). The local council or police can provide information on how to request this.



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7. Monitoring

We record and monitor all ASB cases and provide appropriate summary reports to residents and Trustees.

We will review our performance on handling ASB cases by consulting with resident groups and using resident feedback, Tenant Satisfaction Measures surveys and learning from complaints.