

Antisocial Behaviour Policy

Code: AMH 5.0

Version: 5

Created: July 2026

Review: July 2029

Author(s): Head of Resident Services

1. Our policy statement

- 1.1 Everyone has the right to feel safe in their home and community. Anti-social behaviour (ASB) can have a serious impact on people's wellbeing, health and quality of life. Sage Homes takes every report seriously.
- 1.2 We are committed to:
- Preventing ASB wherever possible.
 - Deterring antisocial behaviour by taking visible, timely and proportionate action, and by working with partners to prevent repeat incidents.
 - Responding quickly and proportionately when it is reported.
 - Putting the safety and wellbeing of victims and those at risk at the centre of everything we do.
 - Working with the police, local authorities and other partners to find the right response.
 - Taking all reasonable steps to ensure the safety of shared spaces associated with our homes.
 - Playing an active role in the social, environmental and economic wellbeing of the communities where we provide housing, so you know what to expect from us and the role we play where you live.
- 1.3 We support strong, safe and sustainable communities by working with you and our partners to understand what matters locally and taking action where it is needed.
- 1.4 We recognise that preventing antisocial behaviour is as important as responding to it. We will use information from reports, customer feedback, estate inspections, partnership working and performance data to identify emerging issues and take action wherever possible before problems escalate. This may include environmental improvements, targeted engagement, partnership activity and early intervention measures designed to support safe and sustainable communities.
- 1.5 We do this by:
- working with you and our partners to identify and respond to issues that affect your neighbourhood
 - taking action to address antisocial behaviour and community safety concerns
 - supporting local initiatives and activities that help improve communities
 - using feedback from customers, our services and partnership working to shape how we respond.
- 1.6 We will make sure you understand the role we play and what you can expect from us through our services, communications and engagement activity.
- 1.7 We work with local authorities and a range of partner agencies, including the police, environmental health, social care, health services, support providers, managing agents and freeholders, to resolve antisocial behaviour and support community safety. This may include sharing information, coordinating action and contributing to local initiatives and partnership arrangements that help improve the areas where you live.

- 1.8 We are committed to treating everyone involved with fairness and respect, and being clear about our approach and the options available at every stage

2. Definitions and scope of this policy

- 2.1. This policy applies to reports of anti-social behaviour occurring within a customer's home, shared or communal areas, and the immediate neighbourhood. Where anti-social behaviour occurs in shared or communal spaces, we will take reasonable steps to work with customers and liaise with relevant third parties, including managing agents, freeholders, or partner agencies, to support resolution, recognising that responsibility for enforcement may sit outside of Sage.
- 2.2. This policy applies to all Sage customers. We will assess reports of antisocial behaviour based on the behaviour being reported, the harm being caused and the evidence available. We will investigate reports consistently regardless of tenure, although the legal and enforcement options available may vary depending on a person's legal relationship with the property.
- 2.3. We use the statutory definition of housing-related ASB set out in the Anti-social Behaviour, Crime and Policing Act 2014: conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.4. Not every complaint meets this definition. Living in our homes and our communities, we will sometimes come across behaviour or activities that can be annoying or upsetting but not actually classed as antisocial behaviour or a breach of tenancy.
- 2.5. When we receive a report, one of the first things we do is triage it carefully to decide whether it amounts to ASB, whether it is better handled as a neighbourhood management matter, or whether it involves noise transference. Getting this right matters. Treating household noise as ASB is unfair to everyone involved and leads to the wrong response.
- 2.6. You may hear more noise in some types of properties than others. Similarly, if there are more people in the homes next to yours, then this can also impact on how much noise you hear.
- 2.7. Where a report concerns noise that, on assessment, is normal everyday living noise, such as footsteps, a washing machine running, doors shutting, babies crying or intermittent sounds from daily activity we will manage it under our Noise Transference Procedure rather than this policy. That procedure sets out how we investigate any potential structural causes of noise transference and what steps we can take to help.
- 2.8. Examples of behaviour we would treat as ASB include:
 - violence or threats of violence
 - hate-motivated incidents or crime
 - verified illegal drug use or related behaviour with a significant, persistent or recurring impact on others
 - county lines activity
 - cuckooing
 - arson or deliberate fire setting in communal spaces and properties
 - deliberate damage to property
 - persistent and unreasonable noise
 - intimidation or harassment

- indecent or unwanted sexual behaviour
- ASB towards our staff (ongoing behaviour such as harassment or threats rather than rudeness).

2.9. Examples of behaviour that we would not normally treat as ASB include:

- children playing
- babies crying
- cooking smells
- DIY during reasonable hours
- one-off disputes or parties
- staring/dirty looks
- disagreements over parking
- differences in lifestyle
- everyday noise arising from normal household activity

2.10. This policy does not cover environmental issues such as fly-tipping or bulk waste removal. These are managed separately under our Waste Management and Fly-tipping Policy.

3. Legal and regulatory framework

3.1 Our approach is shaped by the following legislation and regulatory standards:

- [Anti-social Behaviour, Crime and Policing Act 2014](#)
- [Housing Act 1988](#) and [Housing Act 1996](#)
- [Landlord and Tenant Act 1985](#)
- [Crime and Disorder Act 1998](#)
- [Human Rights Act 1998](#)
- [Equality Act 2010](#)
- [Domestic Abuse Act 2021](#)
- [UK GDPR](#) and [Data Protection Act 2018](#)
- [Regulator of Social Housing – Neighbourhood and Community Standard \(2024\)](#)
- [Home Office ASB statutory guidance](#)

3.2 As a for-profit registered provider, Sage Homes works closely with statutory partners to make sure the full range of ASB powers are available where they are needed. We use our own tenancy powers to take direct action, and we work with the police and local authorities who can apply for tools such as ASB injunctions, Community Protection Notices and closure orders. This partnership approach means we can bring the right response to every case, whatever its complexity.

4. Core principles

4.1 Our approach to ASB is guided by the following principles.

4.2 **Victim-centred**

We put the safety and wellbeing of victims first. We will listen, take reports seriously and keep you informed throughout your case. We will produce a written action plan for every

case and update you on progress regularly. We will not make assumptions about your experience and will consider your individual needs and circumstances

4.3 Harm-based

We assess every case based on the type of behaviour and the harm it is causing. This guides our decisions about how to categorise a case, what priority to give it, and what action is proportionate. We do not take a one-size-fits-all approach.

4.4 Partnership

Most ASB cases are best resolved through a joined-up approach. We work closely with the police, local authorities, social care, health services and other organisations. We will always be clear about who is leading on a case and what our role is. Where another agency is better placed to lead, we will support them and keep you informed.

4.5 Transparent and fair

We will be clear with you about what we can do, what we need from you, and what the likely outcomes are. We will consider all evidence you provide, including recordings, photographs and diary sheets. We treat everyone involved fairly, including those alleged to be causing harm, who may have their own needs or vulnerabilities.

4.6 Social housing stigma

We will assess reports based on evidence, risk, harm and the behaviour being reported. A person's housing tenure, financial circumstances, employment status, household composition, social background or perceived social status will not influence how we investigate or respond. We will challenge assumptions or stereotypes where they arise and ensure all customers are treated fairly and with respect.

4.7 Proportionate

We consider the full range of options when deciding how to act, from early intervention and informal resolution through to formal legal action. We aim for the response most likely to achieve a lasting outcome. We do not take an incremental approach if the situation does not warrant it. We will base our decisions on the available evidence and record the reasons for the action we take so that our approach is clear, consistent and proportionate.

5. Understanding vulnerability

5.1 Vulnerability is not a fixed state. It can be short-term, circumstantial, or change over the course of a case. We take a broad view of what vulnerability means, recognising that it can arise from many different factors including age, disability, mental health, domestic abuse, bereavement, financial difficulty, language barriers, or caring responsibilities.

5.2 General needs housing does not mean customers have no needs. We will not limit our understanding of vulnerability to situations that trigger a formal safeguarding referral. Instead, we will actively consider individual circumstances at every stage of a case and adapt our response accordingly.

5.3 We will carry out a vulnerability risk assessment at the start of every case and keep it under review throughout. Where vulnerability is identified, we will agree with you what adjustments or additional support are needed, record these clearly, and review them if your circumstances change.

5.4 This may include adapting how we communicate, how we gather information, or how we carry out actions, so that you can fully take part in your case.

- 5.5 Where we have safeguarding concerns, we will make appropriate referrals without delay.

6. Our approach

6.1 How to report ASB

You can report ASB in a way that works for you. This includes contacting our Customer Contact Team on [02081680500](tel:02081680500), by email enquiries@sagehomes.co.uk, via live chat on our website [Sage Homes](https://www.sagehomes.co.uk) or on the [mysagehomes portal](https://mysagehomes.com).

- 6.2 When you report ASB, we will make sure your report is passed to the Community Safety Team within our agreed timescales so that it can be assessed as quickly as possible. Reporting directly in this way helps us respond more quickly.

- 6.3 You can also report ASB in other ways, including by email or telephone. We will accept reports from someone supporting you, such as a support worker or representative. In most cases, we will need to speak directly with the person experiencing or witnessing the behaviour so that we can investigate fully.

- 6.4 We will make sure reporting antisocial behaviour is accessible to all customers. Where you need support to report an issue, we will take reasonable steps to remove barriers, including adapting how we communicate and allowing someone to act on your behalf where needed.

6.5 Assessing & Triaging Reports

When you report ASB to us, we will assess the information you provide to decide whether it meets our definition of antisocial behaviour, or whether it is better managed in another way. We may need to make further enquiries before we can make this decision so that we fully understand your situation.

- 6.6 We also assess each report based on the level of risk and harm, so that we can respond in a way that reflects the impact on you.

- 6.7 We use the following categories:

Category	Types of behaviour	Response Time
High risk	Hate incidents, threats of or actual violence to person, or situations where the harm to the victim's health and well-being is considered to be high.	1 working day
Standard, Low to medium risk	All other behaviours that are not environmental and do not fit into the high-risk category.	5 working days

6.8 What you can expect from us

When you report ASB, we will:

- carry out a risk and vulnerability assessment with you and agree any support or adjustments you may need.
- produce a written action plan and share it with you.

- keep you informed of progress throughout your case, explaining what we are doing, what we need from you, and what the likely next steps are.
 - stay in contact with you in a way that is clear, fair and transparent, and explain any limits on what we can share due to data protection or confidentiality.
 - consider all evidence you provide, including diary sheets, recordings, photographs and witness statements. We will use a range of evidence sources to understand what is happening and will not rely on one type of evidence alone where other information is available.
 - consider what support is available to you, including referrals to specialist services where appropriate. Where a need for support is identified, we will discuss this with you and offer appropriate referrals or adjustments to help you engage with the process and stay safe.
 - where appropriate, consider additional measures to help reduce risk and improve safety, including referrals to specialist support services, safety planning, partnership working and practical measures designed to help you feel safe in your home and community.
 - consider what support the person causing harm may need, where this may help achieve a lasting resolution
 - work with partner agencies where this will lead to the best outcome
 - take action that is necessary and proportionate to the situation, including tenancy action where appropriate.
- 6.9 We will contact you at key stages of your case, including when your report is first assessed, when action is taken, and when your case is reviewed or closed, so you understand what is happening and what to expect next.
- 6.10 We will provide an action plan for every ASB case. The action plan will set out the concerns reported, the actions we have agreed, any support being provided, how we will keep in touch and what the likely next steps are. We will review and update the plan as the case progresses.
- 6.11 The level and frequency of contact will reflect the risk of harm and your individual circumstances and will be agreed with you where possible.
- 6.12 We recognise that situations can change. We will review risk throughout your case and respond if the level of risk increases or reduces.
- 6.13 Our approach to managing antisocial behaviour follows a clear and consistent framework:
- assess - understanding the report, the risk and the impact on those involved
 - investigate - gathering information and evidence to understand what is happening
 - act - taking proportionate steps to resolve the issue
 - review - checking whether the action taken has improved the situation and whether further steps are needed

6.14 Resolving issues

Where it is safe and appropriate, we may suggest steps that could help resolve the situation more quickly, such as speaking directly with your neighbour or taking part in mediation. We will explain why this may help and will never ask you to do anything that is unreasonable or unsafe.

- 6.15 We will offer mediation early where it is appropriate, as a genuine alternative to the ASB process rather than as a last resort. We will only suggest these approaches where they are safe, reasonable and appropriate to your circumstances.

6.16 Taking action

Where action is needed, we will consider the full range of options available to us. This includes our own tenancy powers, such as ending or extending a starter tenancy, seeking injunctions, serving notice and pursuing possession.

- 6.17 We also work closely with the police and local authorities, who can apply additional tools such as ASB injunctions, Community Protection Notices and closure orders. These actions can run alongside our own where needed.

- 6.18 Where appropriate, we will take action in a way that shows that antisocial behaviour is taken seriously and will not be allowed to continue.

6.19 Closing your case

When we close a case, we will explain why. If you are not satisfied with how your case has been handled, you can request a review through the ASB Case Review process. This is a legal right available to all customers. We will make sure you know about this right at the right point in your case, and details of the local process are available on www.sagehomes.co.uk.

7. Roles and responsibilities

7.1 Our customers

Your tenancy agreement sets out your responsibilities in relation to behaviour. You are responsible for your own conduct and for the behaviour of people in your household and visitors to your home, both at and near your property.

- 7.2 We ask all customers to be considerate to their neighbours and to co-operate with us if we need to investigate a report.

- 7.3 We also ask you to recognise that a community works best when everyone shows some tolerance for the ordinary sounds and activities of daily life. You have the right to enjoy your home without unreasonable complaints being made against you.

7.4 Our Community Safety team

Our specialist Community Safety team manages ASB cases. They will assess reports, carry out investigations, work with partner agencies and decide what action is appropriate.

- 7.5 They are supported by regular supervision, case review and training to make sure they continue to respond in line with legislation and best practice.

7.6 Our partners

We work with the police, local authorities, social care, health services and other organisations because many ASB cases are best resolved through a joined-up approach

7.7 When working with partners, we will:

- identify the appropriate organisations to involve and engage with them
- share relevant information so that we fully understand the situation and agree the most effective response
- work with partners to agree who is leading the case and how we will contribute
- develop joint action plans that clearly set out what each organisation will do
- be clear about the extent and limits of our role and responsibilities
- seek the views of partners before taking legal action to make sure the proposed approach is appropriate and not duplicated
- we will remain involved, monitor progress and continue to support you so that you are not left without a response if organisation is leading on a case.

7.8 We will develop clear action plans when working with external partners, including managing agents or freeholders, and we will share key milestones with you so that you understand progress. We will monitor progress and make sure those involved are meeting their responsibilities.

7.9 In developments where Sage is not the managing agent, we will not redirect you to a third party. We will liaise directly with them and keep you informed throughout. Where delays occur because of a third party, we will consider interim steps to support you.

8. Equality, safeguarding and proportionality

8.1. Sage is committed to making sure all services are accessible to all our customers. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.

8.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.

8.3. Social housing stigma has no place in our investigations. A customer's housing, social or economic background is not relevant when we are assessing or resolving an ASB case and will not influence our approach.

8.4. We will proactively identify and record reasonable adjustments needed by any customer involved in a case, whether that is a different way of communicating, support to engage with the process, or adjustments to how we conduct meetings. We will review these throughout the case and not wait for a customer to ask.

8.5. Where we are aware of a protected characteristic, we will complete an equality act assessment before taking legal action, to make sure our approach is a proportionate means of achieving a legitimate aim. Where a person causing harm has a disability, we will consider whether that disability is linked to the behaviour before deciding how to proceed.

8.6. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print wherever it is reasonable and proportionate to do so.

9. Performance and assurance

- 9.1 We are committed to delivering a high-quality ASB service and to improving it continuously. We measure our performance through:
- the number and type of ASB cases and how they are resolved
 - response times against our published service standards
 - customer feedback and satisfaction
 - case file audits to check we are following policy and procedure
 - outcomes from complaints, Housing Ombudsman enquiries and ASB case reviews
- 9.2 We will use this information to identify where we can do better and to make sure our staff have the right training, skills and support to manage complex cases.
- 9.3 Our approach to publicising ASB actions is considered on a case-by-case basis, taking into account the age and circumstances of those involved, necessity and proportionality.
- 9.4 Our board receives regular reports on ASB performance and our approach to continuous improvement.
- 9.5 We will provide customers with clear and accessible information about our antisocial behaviour service, including what you can expect from us and how we are performing.

10. Delivery of this policy

- 10.1 This policy should be read alongside:
- Good Neighbourhood Management Policy
 - Domestic Abuse Policy
 - Hate Crime Policy
 - Starter Tenancy Policy
 - Complaints Policy
 - Unacceptable Behaviour Policy
 - Data Protection Policy
 - Equality and Opportunities Policy
 - Noise Transference Procedure
- 10.2 Our ASB Procedure sets out in detail how we carry out the commitments in this policy, including response times, case management, evidence gathering and legal action.
- 10.3 The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Community Safety Team.

11. Policy review

11.1 We will review this policy at least once every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version history

Version	Checked by	Amendments	Approved at/by	Date of Approval	Date of Review
4.0	Community Safety Manager	Previous version	Customer & People Committee	Nov 2024	Nov 2027
5.0	Head of Resident Services	Full strategic review.	Customer Scrutiny Panel / Leadership Team / Customer & Asset Committee	Jun 2026	Jun 2029