

# **RUNNYMEDE BOROUGH COUNCIL**

## **Antisocial Behaviour (ASB) Policy**

Review due: June 2029

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## **1. Introduction**

- 1.1 This policy sets out Runnymede Borough Council's (RBC) approach to antisocial behaviour (ASB) perpetrated by RBC tenants and leaseholders.

## **2. Aim**

- 2.1 The Council is committed to tackling ASB with prevention and early intervention. The Council will enforce the tenancy agreement or lease in relation to ASB, working in partnership with other agencies, including Surrey Police.

- 2.2 This policy aims to:

- Set realistic expectations around how we can help resolve cases
- Provide appropriate support and advice
- Ensure cases are investigated to tackle ASB and hate incidents, to ensure the risk of harm posed is effectively managed

- Work with residents to help them feel as safe as possible in your home
- Work with our partner agencies to promote safe and secure neighbourhoods
- Protect staff and contractors from ASB at work and take effective action when it occurs

### **3. Scope, definitions and legislation**

3.1 This policy applies to all domestic properties owned and managed by the Council. It covers:

- Council-owned tenanted dwellings
- Temporary accommodation is provided by the Council
- Communal areas of residential blocks and communal space in the local communities, which are also looked after and managed within the housing stock
- Properties managed by the Council on behalf of a client

3.2 This policy takes into account relevant legislation including:

- Crime and Policing Act 2026
- Crime and Disorder Act 1998
- Antisocial Behaviour Crime and Policing Act 2014
- Serious and Organised Crime strategy 2018
- Environmental Protection Act 1990
- Equality Act 2010
- Neighbourhood and Community Consumer Standards 2024
- Data Protection Act 2018

3.3 The Antisocial Behaviour Crime and Policing Act 2014 defines antisocial behaviour as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person

3.4 The Council tenancy agreement and leases sets out the responsibilities and behaviours contractually required of the Council's tenants and leaseholders. Council tenants must not cause or allow people living in or visiting their home to commit ASB.

## **4. What we consider to be ASB**

4.1 This is not an exhaustive list of examples of issues the Council is likely to consider to be ASB:

|                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------|
| Noise related nuisance                                                                                                         |
| Drug and alcohol related offences                                                                                              |
| Verbal abuse and intimidation                                                                                                  |
| Physical abuse and intimidation                                                                                                |
| Animal related nuisance                                                                                                        |
| Fly-tipping, rubbish dumping and item storage in communal areas                                                                |
| ‘Cuckooing’ – where a resident’s property may have been forcibly taken over for criminal purposes or for advantage to be taken |
| Hate related incidents – where a person is targeted due to a protected characteristic                                          |
| Storing or selling stolen goods                                                                                                |
| Vandalism or property damage                                                                                                   |
| Vehicle related nuisance                                                                                                       |

- 1.1. These are commonly reported to us, but what people consider ASB can vary greatly, dependent on tolerance levels and views of certain behaviours.
- 1.2. We encourage residents to report ASB to us to allow appropriate responses to be assessed.
- 1.3. The Council has a duty to prioritise the most serious reports and use our resources in the best way, taking a risk centred approach; therefore, priority will always be given to reports with the following characteristics:
  - Serious risk to person or property
  - Serious violence or threats of serious violence
  - Breaches of existing notices or court orders
  - Serious disruption to the community
  - Where victims are considered to be particularly vulnerable
  - Violence or threats of violence to our staff or contractors.

## **5. What we cannot investigate from a Housing perspective**

5.1 ASB can be very wide ranging, what is considered to be ASB or nuisance behaviour will vary between individuals, dependent on their own resilience, tolerance levels and opinions. Something may cause a nuisance to an individual; however, it does not necessarily mean it is at a level where action can be undertaken by RBC or other agencies.

- 5.2 We will use our resources in the most appropriate way to allow a risk centred approach to ensure the relevant thresholds are met to allow us to investigate or consider enforcement action.
- 5.3 We will always take into consideration the impact of ASB on individuals and try to support residents as far as possible, balanced against whether the behaviour is in breach of tenancy conditions, civil laws or criminal thresholds.
- 5.4 Below is a list of some reports that we generally will not investigate as ASB:

| Reported Issue                                                                                          | Examples                                                                                        |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Noise issues created by children                                                                        | Children running/jumping/crying                                                                 |
| Noise created by a 'clash of lifestyle' or issues perceived to arise due to peoples differing lifestyle | Persons getting up early for work/coming home late/family household vs. single person household |
| Domestic smells                                                                                         | Cooking smells                                                                                  |
| Noise created by normal household activity (unless late at night)                                       | Vacuuming/DIY/Washing machine use                                                               |
| Civil disputes between neighbours                                                                       | Parking disputes/boundary disputes                                                              |
| Cats                                                                                                    | Roaming/Fouling                                                                                 |
| Disputes over communal areas                                                                            | Communal lounge or kitchen usage or facilities/personal garden equipment usage                  |
| Feeding of birds                                                                                        | Use of bird tables of feeders attracting birds                                                  |
| Youths congregating (unless there is specific associated ASB activity)                                  | Group standing around talking/socialising                                                       |
| Social media related disputes (unless as part of a wider harassment issue)                              | Infrequent or one-off online comments                                                           |

- 5.5 It is important to highlight that any criminal incidents must be reported to Police. The general types of offences referred to are assaults, drug dealing, criminal damage, and threats to kill. We cannot investigate a criminal matter in place of the Police.
- 5.6 Where the alleged criminality may have implications on an individual's tenancy, if they are convicted of the offence, we work closely in partnership with the Police to share information and ensure all tenancy related aspects are considered.
- 5.7 Although these would not be considered ASB in most circumstances, if an activity becomes excessive, the Council will review the situation, and a decision will be reached on a case-by-case basis. The Council will always seek to assist residents when raising issues of ASB, this could include signposting and offering support coaching to people struggling with ASB. If you are experiencing ASB or struggling with the impact, see the support that is outlined in section 8 of this policy. Action must be proportionate to the issues being experienced.
- 5.8 If a case is not progressing as a tenant would expect, they will also be able to escalate by raising a stage 1 complaint, and it will be dealt with through the Council's complaint policy. A stage 1 complaint can be raised through the following:

- 5.9 Online: by completing our online form – found on the Council’s website.
- Email: [istening@runnymede.gov.uk](mailto:istening@runnymede.gov.uk)
  - Telephone: 01932 838383
  - Visiting or writing: to the Civic Centre, Station Road, Addlestone, KT15 2AH

## **6. Reporting ASB**

6.1 To report ASB involving RBC Council Tenants this can be done via:

- Contacting Customer Services during business hours
- Email [HousingASB@Runnymede.gov.uk](mailto:HousingASB@Runnymede.gov.uk)
- Reporting online at <https://www.runnymede.gov.uk/article/13607/Report-it>
- If ASB does not refer to a RBC Council Tenant please refer to [Problems with neighbours – Runnymede Borough Council](#)

## **7. Investigation**

- 7.1 The Council will keep in contact with complainants of ASB regarding the progress of a case. The frequency of these updates will depend on the severity of the case and will be agreed on the outset of the case. The determination of risk is established by the completion of a risk assessment of incidents.
- 7.2 In most cases, complainants will be asked to keep a log of further incidents to gather evidence. The Council offers several methods which complainants can use to record incidents of ongoing ASB. These include:
- Using diary sheets
  - Using The Noise App on a smartphone to record and log incidents of noise
  - Directly emailing or phoning the officer allocated to a case
  - Reporting online at <https://www.runnymede.gov.uk/article/13607/Report-it>
  - In person - by arranging a home visit or office meeting
  - In writing - to our offices at: To Tenancy Management, Civic Centre, Station Road, Addlestone, KT15 2AH
- 7.3 We support tenants, leaseholders and licensees to report ASB by respecting confidentiality and providing witness support measures on more serious cases by working with our partners.
- 7.4 During our investigation of ASB, the Council will work with partner agencies, including but not limited to the Police, children and adult social services, mediation organisations, voluntary and community sector and other local authorities.
- 7.5 Where the Council is not the lead investigator, we will continue to work collaboratively and take guidance from partner agencies to ensure that appropriate action is taken to resolve the issues being experienced.

## **8. Support**

8.1 For all cases of ASB, the Council will provide:

- Risk assessment is to be undertaken
- Practical advice on what victims and perpetrators can do themselves to try and resolve ASB
- Engage wider service and partners as necessary, such as Surrey Police, environmental services, community safety partnership or social services (adults and children's)
- An Incident diary booklet for complainants to record ASB, which should be returned in an agreed time scale set between the Council/ASB Officer and the complainant
- Details of other agencies and support services that might assist
- Guidance on the type of action that both victims and the Council could take to prevent ASB escalating and agree on an action plan
- Guidance on the legal remedies available to resolve ASB if appropriate
- Details of when we close a case and the reason for case closure

8.2 To enhance the confidence of the community to report ASB issues, the Council will:

- Provide access to interpreters
- Make information available in other languages
- Provide updates using the preferred method of contact

8.3 We will offer support and advice to complainants of ASB, especially if they are vulnerable, to assist us in enabling enforcement action against perpetrators.

8.4 Support can include practical measures, such as the installation of fireproof letterbox plates, and/or other supportive measures such as referrals to coaching support. In exceptional circumstances, we may consider a management transfer to safeguard complainants.

## **9. Enforcement action**

9.1 The Council has a graded response escalation process, and we will use a range of formal and informal interventions depending on the nature of the reports being made, our response will be reasonable and proportionate and include but not limited to:

- Acceptable Behaviour Agreements
- Referral to mediation services
- Warnings letters
- Visits and interviews

- Community Protection Warnings/notices
  - Housing Injunctions
  - Respect orders
  - Possession proceedings
  - Tenancy demotion
  - Closure orders
- 9.2 In some cases, other agencies may need to complete their actions before the Council can consider taking housing enforcement action. We will continue to work with agencies and support complainants.
- 9.3 Having considered other measures, and provided there is sufficient evidence, we may take legal action as a last resort. Legal measures that we may take include, applying for injunctions, Community Protection notices, Closure orders and possession orders and mandatory possession orders using ground 7a of the Antisocial Behaviour, Crime and Policing Act 2014.

## **10. Prevention**

10.1 We use the following to prevent ASB:

- The use of introductory tenancies for new tenants
- Ensuring new tenants understand their rights and responsibilities when they move into our homes
- Complete Tenancy visits in line with tenancy types
- Use formal intervention options for ASB
- Promoting our commitment & actions taken to dealing with ASB
- Assessing vulnerability and support needs of our residents and providing support or referring to appropriate external agencies
- Carrying out estate improvements and community investment activities

## **11. Staff training and continuous improvement**

- 11.1 Managers will ensure staff receive appropriate training in accordance with their role, especially with regard to legislation and dealing with potentially vulnerable people. This includes relevant refresher training and training as part of an induction schedule for new staff.
- 11.2 We monitor the quality of this service, including via satisfaction surveys and performance statistics.

## **12. Monitoring and performance management**

- 12.1 We aim to review this policy in three years to ensure it reflects current legislation and the latest examples of best practice.
- 12.2 All complaints of ASB are logged in the housing management system. The data is then fed into the Council's overall figures for ASB. Performance indicators will be shared with residents and with elected members via regular reports to the Housing Committee.
- 12.3 The local Crime and Disorder Reduction Partnership receives reports on problems of crime and disorder that impact identified communities or are created by identifiable individuals.
- 12.4 The Council will work collaboratively with tenants and seek their feedback. We will follow up with a satisfaction survey and provide clear contact details for reporting any further issues.

### **13. Equalities implications**

- 13.1 In producing this document, an Equality Impact Assessment (EIA) screening has been carried out.
- 13.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on specific groups. This is used to assess whether in making the decision, whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.
- 13.3 The screening found no evidence that any aspect of the proposed changes will negatively impact those with a protected characteristic.

### **14. Related Documents**

- 14.1 This document should also be read and used alongside the existing policies and procedures such as, but not limited to:
- Tenancies
  - Tenancy Policy
  - Pet Policy
  - ASB Procedure
  - Housing Complaints Policy
  - Balcony Safety Policy
  - Domestic Abuse Policy
  - Complaints Policy

**15. Version control**

| Version Number | Date Amended | Comments              | Date Approved | Author          | Approved By       |
|----------------|--------------|-----------------------|---------------|-----------------|-------------------|
| V1             | June 2021    | First draft completed | June 2021     | Amanda Kendall  | Housing Committee |
| V2             | Oct 2025     | Amendments to Draft   | June 2026     | Deana Humphries | Housing Committee |
|                |              |                       |               |                 |                   |