



## Zen Registered Providers: Anti-Social Behaviour Policy

|                      |                                        |
|----------------------|----------------------------------------|
| Version:             | 3.0                                    |
| Author:              | Zen Living Management Limited & Altair |
| Policy Owner:        | Board                                  |
| Date adopted:        | April 2026                             |
| Date of next review: | April 2029                             |
| Approved by:         |                                        |

### 1. Introduction

- 1.1. Zen Housing Limited, Zen Housing 2 Limited and Zen Rented Limited (together Zen) are committed to tackling Anti-Social Behaviour (ASB) including hate incidents as it is aware of the significant negative impact it can have on the lives of its residents and the communities and neighbourhoods it serves. ASB covers a wide range of behaviours, from low-level nuisance to serious harassment, which can damage quality of life and interfere with the ability of people to use and enjoy their home and/or community. Hate incidents are an action or behaviour that occurs when someone threatens, attacks or intimidates, harasses or otherwise harms a person because of their identity including protected characteristics. It can also refer to actions, behaviours or words that express prejudice, bias or hostility.
- 1.2. Zen will not tolerate nuisance or ASB directed towards its residents, their visitors, or any others engaged in lawful activity in the locality of its homes, including colleagues, contractors and others acting on Zen's behalf.
- 1.3. This policy sets out clear guidelines on how Zen and its managing agents/stakeholders will deal with ASB.
- 1.4. Zen will ensure that all of its residents are aware of the need to comply with all obligations.
- 1.5. This policy applies to all residents that live in Zen, and all visitors to these properties and estates.

### 2. Legal and Regulatory Requirements

- 2.1. Zen is a registered provider of social housing and is therefore required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with anti-social behaviour.
- 2.2. Zen's approach to dealing with nuisance and anti-social behaviour will meet the requirements of Regulator of Social Housing's Neighbourhood and Community Standard, which requires



registered providers to have a policy on how they will work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

### 3. Definitions

- 3.1. Anti-Social Behaviour is defined by Part 1 of the Antisocial Behaviour, Crime & Policing Act 2014, 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”.*

- 3.2. Examples of anti-social behaviour include: (but are not limited to):

- Harassment;
- Loud music;
- Violence, threats of violence or abusive behaviour;
- Damaging property;
- Criminal activity;
- Abuse of staff;
- Hate behaviour that targets members of identified groups because of their perceived differences (see below);
- Domestic abuse.

- 3.3. Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. Zen bases the definition of harassment on the Equality Act 2010:

*“Any unwanted behaviour affecting a person’s well-being or dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment”.*

- 3.4. Zen recognises the definition agreed by the police and CPS that a hate crime and hate incident is any criminal offence or incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a personal characteristic.

- 3.5. We will not tolerate hate crime or incidents in any form. If the victim feels that the incident is motivated by hostility or prejudice we will treat it as a hate incident or crime.

### 4. Policy and Approach to ASB



- 4.1. Zen's aim is to achieve a balance between prevention, enforcement and support. We will use a range of ways to resolve anti-social behaviour, including:
- Early intervention and prevention to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process
  - Use the full range of non-legal and legal tools available
  - Partnership working where appropriate
- 4.2. This general aim is reflected in our three-stage approach to dealing with ASB:
- Prevention - We use a number of preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about expectations of customers when they move in.
  - Intervention - If a tenant reports anti-social behaviour (ASB), we will work closely with them to help resolve the issue. Our first step is to ask the resident to keep a record of incidents and to contact the police in the event of an emergency. The type of intervention we use will depend on the nature of the ASB reported, and we will consider the full range of legal and non-legal remedies available to us. In some cases, we may not be able to resolve the issue alone and will work in partnership with the police or other relevant agencies to address the behaviour.
  - Supporting legal action – If the ASB continues and there are no other options for stopping it, we will take legal action (where relevant and appropriate). We will support witnesses through the process and work with our partners.
- 4.3. Zen, and its managing agents will use the appropriate interventions reasonably and proportionately.
- 4.4. Zen, and its managing agents/stakeholders will exercise their professional judgement when assessing whether or not a report is actionable (and that it meets the definition of ASB). In appropriate cases where we cannot take action we will:
- offer customers mediation;
  - signpost them to other agencies; or
  - liaise with partner agencies, to see if they can assist.
- 4.5. Actions relating to ASB, including hate incidents, will be fully investigated. Our managing agents will identify any vulnerabilities or safeguarding concerns both initially and throughout the case for both complainants and alleged perpetrators, and their households. A risk assessment will be carried out and updated as required.





- 4.6. Zen's managing agents will maintain regular contact with the complainants throughout the case providing regular updates at agreed intervals.
- 4.7. Where it is identified that a complainant or alleged perpetrator has support needs, they will be signposted or referred to a relevant agency.

## 5. Working with Partners

- 5.1. Zen recognises the roles of other agencies, and we are committed to working in partnership with them at strategic and operational levels aiming to tackle antisocial behaviour and support complainants and witnesses.
- 5.2. Where it is deemed appropriate, complainants or reports will be referred to partner agencies, such as the local authority and the police, to deal with. In these cases, we will support and work with them and our own actions will be guided by their findings and outcome.

## 6. Appeals

- 6.1. Zen will act transparently in applying this policy. Where applicants do not feel we have complied with this policy, they have a right to appeal our decision. Appeals be responded to as per our Complaints Policy.

## 7. Monitoring and Performance

- 7.1. The Board has overall responsibility for this policy, which will be implemented by Zen's managing agents who will be consulted when this policy is reviewed.
- 7.2. The policy will be reviewed annually unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

## 8. Background Documents

- 8.1. This policy should be read in conjunction with the following legislative and regulatory documents and policies:
  - Antisocial Behaviour, Crime & Policing Act 2014;
  - Equality Act 2010;
  - Home Office: ASB powers, statutory guidance for frontline professionals;
  - Regulator of Social Housing's Neighbourhood and Community Standard.





and the following strategies and policies:

- Resident Involvement Policy
- Neighbourhood and Community Policy
- Domestic Abuse Policy
- Safeguarding Adults Policy
- Safeguarding Children and Young People Policy

## 9. Review

- 9.1. This policy will be reviewed **every three years**— unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments and changes in the law or regulation. |