

# Anti-Social Behaviour Policy

## Summary statement

Home Group believes that all of our customers and clients have the right to enjoy the peace and quiet of their home, free from anti-social behaviour. We are committed to dealing firmly and fairly with all forms of anti-social behaviour, making our communities safe places to live.

Home Group will keep our Customer and Client Promise to ensure customers and clients “understand and comply with their tenancy agreement including tackling anti-social behaviour.”

Our service is accessible to all. We offer a variety of ways for customers and clients and other people affected by anti-social behaviour to contact us to report incidents.

We acknowledge reports of anti-social behaviour incidents within one working day, assessing risk to help us to identify vulnerable victims and perpetrators.

We then take swift action to protect individuals and communities and to stop the problem developing. We provide on-going support when working with victims, witnesses and perpetrators.

We assess feedback from customers and clients who have experienced ASB to learn from them and improve our service.

### Harassment

We do not tolerate harassment, threats or acts of violence towards customers, clients, colleagues, contractors or any other person acting on Home’s behalf. We challenge all forms of discrimination and do not tolerate bullying or hate crime.

### Domestic abuse

We treat domestic abuse seriously by taking firm action against customers and clients who perpetrate domestic abuse in our accommodation.

Our priority is to address the safety of domestic abuse victims. We support victims and their families to prevent domestic abuse by offering community support programmes, refuges and access to criminal justice interventions.

We deliver advice and support in our domestic abuse refuge and outreach services. We also work in partnership with other domestic abuse agencies to promote the safety and wellbeing of customers, clients and their families.

### Drugs, alcohol and other substance misuse

We prevent drug, alcohol and substance misuse on our premises by ensuring customers and clients are aware of their legal obligations set out in our tenure agreements.

We take action to deal with the effects of drugs, alcohol and other substances where they are the cause of anti-social behaviour that impacts on others and the community.

### Value for money

We evaluate our anti-social behaviour service and benchmark with other organisations to ensure we deliver value for money.

You can request a copy of the full Anti-Social Behaviour Policy from the Policy and Compliance Team on 0845 155 1234 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).