Passage Housing Services

Passage Housing Services Anti-Social Behaviour Policy

Our Commitment to Safety and Respect

PHS is committed to tackling anti-social behaviour (ASB) and promoting a culture of respect and tolerance. We aim to prevent ASB, respond promptly to incidents, and support affected residents.

Who This Policy Covers

This policy applies to:
- All PHS-managed properties
- All residents, regardless of tenancy type
- Staff, volunteers, contractors, and visitors

We use the term "Residents" to include tenants, licensees, and other individuals living in our properties.

Accessibility

We offer:

- Easy Read versions
- large print,
- audio formats,
- translations.

Support staff are available to explain the policy and assist with reporting ASB.

Definition of ASB

ASB includes behaviour that causes harassment, alarm, or distress, or nuisance related to housing. Examples include noise nuisance, threats, discriminatory language, vandalism, and hate incidents.

Prevention of ASB

We prevent ASB through clear tenancy agreements, resident leaflets, support services, and collaboration with partner agencies.

Responding to ASB

We acknowledge reports within 2 working days and respond within 5. We support complainants, assess risk, and intervene early to prevent escalation.

Management Interventions

We use mediation, warnings, diversionary activities, behaviour contracts, and referrals to support services before considering legal action.

Legal Actions
If necessary, legal actions under the Anti-Social Behaviour, Crime and Policing Act 2014 may be pursued, including injunctions and possession orders.

Joint Working
We work with police, local authorities, health services, and multi-agency groups to address ASB collaboratively.

Resident Engagement
Residents are encouraged to participate in community agreements and forums to improve safety and prevent ASB.

Equality and Inclusion
ASB related to protected characteristics is addressed under the Equality Act 2010. Staff are trained to respond to hate-based ASB.

Transparency and Safeguarding
We publish anonymised ASB summaries annually and trigger safeguarding procedures for vulnerable individuals.

Digital Reporting
ASB can be reported via our website or email. Digital evidence is accepted and handled securely.

Need Help or Have a Concern?
If you have questions or need help understanding this policy, please speak to your housing support worker. We're here to ensure your home is safe and your voice is heard.