

HOW WE DEAL WITH ANTISOCIAL BEHAVIOUR AND HATE CRIME



GENERAL PRINCIPLES: WE WILL

first **decide if it is right for us to step in** or if there is a more constructive or appropriate way to deal with this problem

if your report meets our criteria, swiftly assess possible risks to the **health and safety** of you and your neighbours but also to the person whose behaviour has triggered your complaint

use this **risk assessment** to decide **how quickly** we will respond to your report

create a **new case report** to record each step we take to deal with the matter reported, including what we do to investigate and to support you, and the final outcome

if you or another person at risk is **vulnerable** we will make your case a **priority**

be **discreet**, so in our dealings with the person/s reported we will not say who complained without getting your permission

be **tactful**, investigating and gathering evidence carefully to avoid making an awkward situation worse

use our **professional knowledge and judgment** to put in place measures we hope will stop the offending behaviour

take care to observe and respect any **protected characteristics** as set out in the Equality Act 2010 and in hate crime legislation

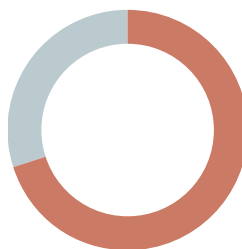
make sure any **personal data** recorded in our case reports, and elsewhere on our systems, complies with the general data protection regulations set out in the Data Protection Act 2018.

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In England, the vast majority of hate crimes are motivated by race, at 70%.

You say we contribute positively to your neighbourhood

70%



2025 ACUITY SURVEY

ABOUT THESE SERVICES

HIGH LEVEL REVIEW

All active cases are reviewed **regularly** by our housing and communities team to check we have our priorities right and the right steps are being taken to secure the **best outcome**.

TRAINING

All of our frontline and office staff get **training** to help them identify and respond to antisocial behaviour and hate crime. **New guidance** and **refresher training** are built into our staff training schedule.

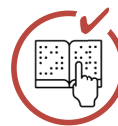
DO YOU NEED HELP TO UNDERSTAND, READ OR HEAR ENGLISH?



We can use a **translator** if English is not your first language.



We can use hearing aids, like a **loop**, and some of our staff are **trained signers**.



We can provide written material on **audio-tape**, in **large print** and may be able to get it printed in **braille**.

ANTISOCIAL BEHAVIOUR

SUPPORTING YOU: WE WILL

listen to you, so we **understand clearly** how your neighbour's behaviour has affected you
talk to you about **possible ongoing risks** to you and how best to manage these
ask what types of support, if any, you would find **helpful**
agree with you an **action plan** and give you a copy of it

let you know what progress is being made, with **updates about every 10 working days** unless we have agreed otherwise
discuss with you options that might help stop the problem, such as an **acceptable behaviour contract** (known as an ABC), **mediation** or **legal action**.

INVESTIGATING: WE WILL

identify and interview other people who **witnessed** the reported behaviour
use **incident diaries** kept by you and/or other witnesses or victims, from **CCTV systems, noise recordings** and **personal observations**

interview the person you reported unless you think our speaking directly to them will make it worse. If that is the case, we can **send a letter to all residents** in the area
ask for and share information with organisations such as the **police** and the **council (including social care)** and attend **multi-agency meetings**.

THE SOLUTION: WE WILL

first consider action involving the person's **tenancy agreement**
if appropriate try **informal talks** between affected residents and the person reported or **mediation**
in more challenging cases try to get the person reported to agree to an **acceptable behaviour contract** or **Good Neighbour agreement**
if the behaviour continues, issue increasingly **stern warnings**, such as extending a *starter tenancy* beyond the usual one-year term, and/or legal action

use **legal sanctions** if other measures fail. This could include:

- taking out an **injunction**
- applying for a **suspended possession order**
- **ending a starter tenancy**
- **evicting** the tenant.

Before starting any legal proceedings we will take into full account anyone's **protected characteristics** as set out in the **Equality Act 2010**.

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ANTISOCIAL BEHAVIOUR

We will not usually treat as **antisocial behaviour** one-off incidents or things that may well be annoying but are part and parcel of living in a built-up part of London.

We will step in where there is **seriously troubling activity**, or a **pattern of repeated incidents**, such as:

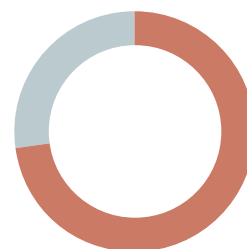
- extremely noisy parties for unusually high numbers
- drug or alcohol-related nuisance, including fighting
- actual or threatened violence, or physical abuse
- stalking or harassment
- littering and fly-tipping.

COMMUNITY TRIGGERS

If you have reported a problem of **persistent or repeated antisocial behaviour** either to us, to the council, or to the police, we or they can ask for a **community trigger** meeting. We will meet to jointly review your case so we can agree the most helpful course of action.

You agree we deal well with antisocial behaviour

73%



2025 ACUITY SURVEY

HATE CRIME

GENERAL PRINCIPLES: WE WILL

always treat hate crime as **a breach of tenancy**

not normally offer a tenancy to anyone who has a **history of hate crime**

take hate crime and hate incidents seriously, whether aimed at tenants, staff, contractors or visitors

in **all but exceptional cases** record the circumstances of the crime or incident, using common sense to decide how we respond

use our powers to **investigate** all reported incidents and **support** those affected

make sure our response and any follow-up action is **sensitive, thorough** and **proportionate**

work with the police and other local services to **identify local risks** and **potential hot spots**

respect **human rights, freedom of speech** and our duties under the **Equality Act 2010**.

SUPPORTING YOU: WE WILL

respond to your report within **one working day**

remove any **offensive graffiti** and make any **emergency repairs** needed within 24 hours of you reporting this

rate your report **high priority** unless our investigations later find this is not needed

where needed, take practical steps to increase your **personal security**, including use of personal alarms and/or tighter home security

be sensitive to your vulnerabilities, bringing in **outside support from a qualified professional**, where appropriate and helpful

take **appropriate and proportionate** action, supporting outside agencies like the police, as needed.

If you think we are not meeting our service standards please tell us.

HATE CRIME

The government defines a hate crime as a criminal offence that, in the eyes of the victim or someone else, was motivated by hostility to or prejudice towards someone because of their race, religion, sexual orientation, transgender identity or disability.

If your safety is being threatened call the police at once on 999.

HATE INCIDENTS

There is a separate category of hate 'incident' where no crime has been committed but hostility or prejudice is believed to have been motivated by one of the protected characteristics listed above.

We might still keep a record but we have to comply with data protection regulations and have very good reason to believe significant harm or a criminal offence might follow.