

Bristol Community Land Trust
Anti-Social behaviour Policy
Date first adopted: September 2025

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
September 2028			

Policy Statement

At Bristol CLT, we understand that your home and neighbourhood should be a safe and peaceful place for your family to live in. We know that anti-social behaviour can be harmful and impact your quality of life, so we are committed to working with you and your community to address them and create a safe, inclusive and sustainable environment.

We're dedicated to ensuring that everyone lives in safe and secure homes, and we work hard to keep our communities free from any anti-social behaviour that can cause distress. We aim to provide the best possible service, and tackling anti-social behaviour is an essential part of this. We believe that by working together, we can make a real difference in creating vibrant communities where everyone can live, grow, and thrive.

For more information on your rights as a tenant and our responsibilities as your landlord, please refer to your Tenancy or Lease Agreement.

Legislation & Regulation

Anti-social behaviour (ASB) is any behaviour that makes someone feel harassed, alarmed, or distressed or causes a housing-related problem or annoyance.

Bristol CLT will follow the definition given by UK Government in The Anti-Social Behaviour, Crime and Policing Act 2014:

- 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, that is, directly or indirectly relating to our housing management function.

This also links to the Equality Act 2010 and our focus as a Community Land Trust on creating a safe, inclusive and respectful environment for our residents, customers and community.

Other linked policies

- Housing Act 1985
- Housing Act 1996
- Anti-Social Behaviour Act 2003
- General Data Protection Regulations 2018
- Crime and Disorder Act 1998
- Section 66 of the Sentencing Act 2020.

What are your obligations as a resident?

Bristol CLT Tenancy and Lease Agreements clearly explains what our residents can and cannot do when living in our properties. Residents are responsible for their actions not only in their own home but also in communal areas and the surrounding area.

They must avoid doing anything that may disturb or annoy other residents, visitors, or people lawfully doing business in the area.

We also ask our tenants to be respectful and considerate to our staff, neighbours, and other members of the community.

We believe that living in a community means being understanding and friendly with those around us, so we encourage our tenants to build positive relationships with their neighbours.

Under 18 years of age

When the alleged perpetrators are children or young people we will involve parents and guardians to help resolve the problem, and may liaise with social services, schools, youth offending teams, and other relevant organisations to ensure any necessary assessments are carried out. We will take appropriate action in cases involving vulnerable under 18s according to our safeguarding children's and young person policy.

What actions are considered as anti-social behaviour?

The following list sets the standards of our residents and how we expect them to live in a Bristol CLT property:

- You can't be violent or abusive to anyone, and you can't harass anyone.
- You can't threaten anyone.
- You can't be violent or abusive to someone you live with.
- You can't make too much noise.
- You must control your pets.
- You can't litter or dump rubbish.
- You can't break the law.
- You can't damage or draw on anything that doesn't belong to you.
- You can't discriminate against anyone because of their race, religion, gender, sexuality or anything else.
- You can't use your home for any illegal activities.

If you are still unsure about what behaviour is considered anti-social, let us clarify some things that are **not considered** anti-social behaviour.

- Making noise when using DIY equipment during reasonable hours is acceptable.
- The sound of babies crying is normal and not considered disturbing.
- Children playing in or near their homes may make noise, and that is perfectly fine.
- Hearing household noises such as footsteps and dropped items from neighbours is common and not considered a disturbance.
- Arguments on social media are not considered noise and are not subject to noise control regulations.

Partnership working

We work with partners including the Police, Social Services support providers, and Community Mental Health Teams, Fire and Rescue as well as local voluntary groups.

We work within the ASB, Crime and Policing Act 2014 that allows customers to request a multi-agency audit of their case if they believe no progress is being made to resolve their problems.

How can Bristol CLT help if I am experiencing ASB?

If you are experiencing anti-social behaviour (ASB) in your neighbourhood, we are here to help you. We take all complaints seriously and respond accordingly to the nature of the complaint and the vulnerability of the victim. The action we take to tackle Anti-Social Behaviour issues must be reasonable and take full account of the impact on individuals and communities, whilst also recognising the challenges facing all parties to the complaint.

A member of staff will conduct a light-touch risk assessment to understand the impact of the ASB on the victim. You can report ASB anonymously, and we will treat all reports with the same level of importance. However, first-hand evidence is crucial for victims and witnesses.

We encourage witnesses to provide direct evidence as it holds the most evidential weight and helps us to fully understand the impact of the ASB on the victim and take appropriate action.

We offer a range of solutions to help resolve your issues, such as tenancy warnings/interviews, acceptable behaviour agreements, mediation, pre-legal warning letters, multi-agency meetings, and in more serious cases, legal action including civil injunction applications and possession action.

Our goal is to work with our tenants to create a safe and comfortable living environment for everyone.

If you need our help with ASB, don't hesitate to contact us. We'll do our best to help you. We will need your help to investigate your complaint thoroughly and take appropriate action. Please help us by:

- Keeping a detailed diary of events when asked.
- Conducting a light touch risk assessment.
- Making yourself available for regular meetings or discussions with us.
- Collaborating with us to find a solution to your issue.

How long will it take to investigate

- **Personal** – one-two working days. If you have been deliberately targeted. Examples include arson, gun and knife crime, hate crimes, domestic abuse
- **Nuisance** – Three working days. If it affects more than one household. Examples include drug use and dealing, group disorder, underage drinking
- **Environmental** – Ten working days. If the behaviour affects the environment around you. Examples include fly-tipping, neglected gardens, pet issues
- **Other** - we will respond to all other categories in ten working days.

Support

We know that an important partner in resolving problems of ASB is the victim and witness. Their experiences vary from lacking sleep through loud music; being annoyed by a barking dog; being targets with abusive or threatening language; witnessing criminal behaviour or even being the victim of violence or hate crime. This can leave a victim and witness feeling vulnerable, powerless and angry.

Victims and witnesses may be isolated in their neighbourhood or even within their immediate family. Victims and witnesses need to have confidence in our support and will offer support in the following ways:

- Prompt interviews and regular updates.
- Use of CCTV and sound recording equipment to gather evidence.
- Requesting extra Police patrols.
- Issue of personal alarms.

We will consider individual circumstances and make sure we tailor our approach to meet these. We will also talk to you before we close a case to allow you to give your views.

Legal action

Whilst we will take every reasonable step to avoid this as an action, we may consider legal action in cases of persistent Anti-Social Behaviour where other measures have not been successful, or in situations that present an immediate risk to individuals or communities.

Where new residents are under a starter tenancy and breaching this through proven Anti-Social Behaviour, we may consider acting under Section 21 to end the tenancy before it converts to assured.

Our legal action may involve preventing certain actions or behaviours via civil injunction, exclusion order or closure order (in partnership with other agencies holding relevant statutory powers).

Domestic abuse

Domestic Abuse is the use of power for one person to control another in a family or intimate relationship. The abuse can take many forms; for example, physical, psychological, emotional or sexual. It can also include frightening or abusing you or your children – or damaging your property.

If you are faced with the immediate threat of violence: **Call 999 and ask for the police** (or ask someone to do it for you) If you're in danger and can't talk, listen to the questions and respond by whispering, coughing or tapping the phone if you can. You may be asked to press 55 so police can help you.

Access to a variety of support and advice services can be found on the Bristol Council Website
[Domestic abuse: useful contacts](#)

Go to a safe place (not the kitchen), stay near a door and if in doubt, leave the premises.

There is support available for you too outside of Bristol CLT.

- **Victim Support:** Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police. Free, independent and confidential 24/7 Supportline 08 08 16 89 111
- Women can call the **National Domestic Violence Helpline** on 0808 2000 247
- Men can call the **Men's Advice Line** on 0808 8010 327 for further advice and assistance.
- Other information for seeking support is here: <https://www.nhs.uk/live-well/getting-help-for-domestic-violence/>
- **Employer support here:** Hestia's [Respond to Abuse Advice Line](#) is a free resource for employers. Employers can call 020 3879 3695 Monday to Friday, 9am to 5pm, or email advice@hestia.org for support, guidance or information about domestic abuse and how to support employees and colleagues experiencing domestic abuse.

What is a hate crime or incident?

A hate crime is a criminal act or offence committed against a person or property that is motivated by an offender's hatred of someone because of their protected characteristic(s), such as:

- race, colour, ethnic origin, nationality or national origins
- religion
- gender identity
- sexual orientation
- disability
- alternative sub-culture (for example, goth or punk)

Hate crime incidents include:

- physical attacks - to people or property, including offensive graffiti or arson
- the threat of attack - including offensive letters, telephone calls, online messages or groups of people hanging around to intimidate
- verbal abuse or insults - including offensive leaflets and posters, abusive gestures and bullying at school or in the workplace

Hate incidents can be verbal or physical abuse but if the victim feels threatened or this behaviour is seen as linked to their protected characteristic, even if the perpetrator's intent was not malicious, this could become a hate crime.

Report a hate crime

[Bristol City Council Hate crime resources – including online reporting form](#)

You can report any form of hate crime anonymously by calling **Crimestoppers** on **0800 555 111** or phone the police's **non-emergency reporting number on 101**. In an emergency ring 999.

You can also contact SARI. SARI provides free and confidential support to anyone who is targeted by hate for their race, faith, disability, sexual orientation, transgender identity, age, gender, or sex - <https://saricharity.org.uk>

There are additional external support services available such as Stop Hate UK which has a 24 hour app to report it through.

The Samaritans have a free and confidential telephone and chat service 24-7, on 116 123.

Monitoring our service

We collect and monitor data on ASB to show we meet our performance targets; that we do not discriminate against anyone in any individual case; how satisfied customers are and where to improve our services; identify hotspots and specific problems and to target our resources most effectively.

Seeking feedback from customers and especially victims of ASB is very important to us. It helps us check that we are doing the right things and helps improve the way we work.

Policy Review

This policy will be reviewed within three years of its approval date.
This policy is subject to an Equality Impact Assessment.

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.