

# Unacceptable Behaviour Policy

December 2025



<b>Unacceptable Behaviour Policy</b>	
<b>Policy reviewed by:</b>	<b>GEN027</b> Ian Brooke, Chief Executive
<b>Date reviewed:</b>	September 2025
<b>Board approval:</b>	December 2025
<b>Next Review due:</b>	December 2028

### Contents

1.	Introduction .....	3
2.	Purpose and Scope .....	3
3.	Unacceptable Behaviour.....	3
4.	Harassment .....	3
5.	Obligations of Residents.....	4
7.	Supporting Vulnerable People.....	4
8.	Reporting Unacceptable Behaviour .....	5
9.	Responding to Reports.....	5
10.	Equality, Diversity and Inclusion (EDI) Impact.....	5
11.	Monitoring and Review .....	6

### This policy should be read in conjunction with our:

- ASB, Harassment & Hate Crime Policy
- Safeguarding Policy
- Health & Safety Policy
- Confidentiality & Data Protection Policy
- [Equality, Diversity & Inclusion Policy](#)
- Employee handbook and HR Policies.
- Residents' handbook
- National Housing Federation Code of Conduct (2022)

### 1. Introduction

1.1 Thame and District Housing Association (TDHA) are committed to providing a safe, respectful and supportive environment for all residents, staff, contractors and visitors. Discomfort, stress and anxiety is unacceptable. The organisation will take action where behaviour impacts people's wellbeing, including causing stress, discomfort or creating difficult situations, including behaviours that harm or has the potential to harm physical, mental or emotional wellbeing. We expect everyone connected with TDHA to act with respect, fairness, caring, honesty and accountability at all times.

1.2 This policy supports our mission to:

*Provide comfortable, safe, and affordable homes for local people, deliver excellent services, and encourage residents to play an active role in their communities.*

### 2. Purpose and Scope

2.1 This policy sets out our approach to preventing, managing and responding to unacceptable behaviour to ensure the safety, dignity and wellbeing of our employees, residents, and everyone TDHA works with.

### 3. Unacceptable Behaviour

3.1 We recognise that people may become stressed or emotional, and behaviour can affect individuals differently. Behaviour is considered unacceptable when it causes, or is perceived to cause, distress, fear, intimidation or harm.

3.2 Examples (not exhaustive):

- Actual or threatened violence or abuse
- Verbal abuse, intimidation or threatening behaviour
- Stalking, harassment, hate crime or hate incidents
- Antisocial behaviour (e.g. shouting, swearing, making offensive gestures)
- Drug use or dealing
- Sexual offences
- Deliberately lying about staff actions or statements

### 4. Harassment

4.1 Harassment is targeted, repeated behaviour intended to cause distress, fear or harm, and may be a criminal or civil offence under the Protection from Harassment Act 1997.

4.2 It includes behaviour perceived to be motivated by a person's protected characteristic under the Equality Act 2010 (race, religion or belief, disability, learning difficulties, sexual orientation, gender or gender reassignment, age).

Harassment may be face-to-face, written, by phone or online. It is a breach of the tenancy and may result in us taking further steps to protect residents and uphold the tenancy agreement.

- 4.3 We have a separate Antisocial Behaviour, Harassment & Hate Crime Policy, which provides more detail on how we tackle these issues.

## 5. Obligations of Residents

- All residents receive a Handbook explaining our expectations on behaviour, responsibilities for their homes, and our approach to nuisance, harassment and anti-social behaviour.
- We encourage residents to resolve minor issues directly where appropriate, though this may not always be possible.
- Everyone has the right to enjoy their home, and we will act on reports of harassment or nuisance to protect residents' wellbeing.

### Cleanliness and Hygiene

- 5.1 All residents must maintain their homes to a reasonable standard of cleanliness and hygiene, showing respect for neighbours and supporting the health and wellbeing of themselves, neighbours, and staff. This includes:
- Storing food safely and disposing of rubbish promptly
  - Taking steps to prevent attracting pests such as mice, rats or insects
  - Reporting any signs of infestation to TDHA without delay
- 5.2 Failure to do so will be a breach of the tenancy agreement and we will work with you to address the issue. Where necessary, this may include enforcement action in line with our policies.

## 6. Organisational Support

**We look after one another.** If you experience or witness behaviour that feels unacceptable, please share it with your line manager so we can respond together. Recording it in our housing management system helps us learn and protect everyone.

**Safety comes first.** If the behaviour may be criminal, you are encouraged to contact the police — and we will support you in doing so.

**Care and wellbeing matter.** Managers have a responsibility to stand alongside affected staff, offering reassurance, guidance, and access to wellbeing support.

## 7. Supporting Vulnerable People

- 7.1 We take particular care where those involved are vulnerable, whether as victims or alleged perpetrators. Where appropriate, we will work with support networks or

partner agencies to help secure suitable housing with appropriate care or supervision.

## 8. Reporting Unacceptable Behaviour

### 8.1 Reports can be made:

- In person
- By phone
- By email
- In writing
- Via a third party

### 8.2 Reports will be handled confidentially in line with our Confidentiality and Data Protection Policy. Where anonymity is requested, this will be respected where possible, but may limit our ability to act.

## 9. Responding to Reports

### 9.1 **TDHA will:**

- Investigate promptly, gathering all relevant facts
- Seek to interview all relevant parties
- Keep clear records in the relevant file.

#### **Communication:**

- Acknowledge reports promptly
- Keep complainants updated
- Advise them to log further incidents

#### **Resolution and Enforcement:**

- Support informal resolution where safe and appropriate
- Offer mediation where suitable
- Take legal advice and use appropriate enforcement remedies
- This policy applies equally to staff as well as residents, ensuring everyone is treated in line with our organisational values. Where staff are affected, they will be supported with care and access to wellbeing resources. However, if staff are found to be responsible for unacceptable behaviour, this will be taken seriously and may be treated as gross misconduct under our HR policies.
- Where residents are perpetrators, enforcement action may include tenancy action, legal proceedings, or police referral, potentially leading to tenancy termination

## 10. Equality, Diversity and Inclusion (EDI) Impact

### 10.1 This policy affects all residents, staff, contractors and visitors, with the greatest impact on vulnerable people which can be those with protected characteristics. We monitor reports and feedback to understand where the risks are greatest. When

making decisions and allocating budgets, we balance the need to protect health, safety and dignity with ensuring actions are fair, proportionate and represent value for money.

### **11. Monitoring and Review**

- 11.1 TDHA will monitor incidents and responses to ensure fairness, consistency, and alignment with our values. This policy will be reviewed at least every three years or sooner if required by legislation or good practice guidance.