

## ANTI-SOCIAL BEHAVIOUR POLICY

<b>EG/Board Approval:</b>	August 2024	<b>Responsible Board:</b>	Ocean Housing Group Ltd
<b>Next Review:</b>	August 2027	<b>Responsible Executive:</b>	Managing Director of Ocean Housing Ltd

### 1.0 Policy Objectives

1.1 Our Anti-Social Behaviour (ASB) Policy supports the delivery of our corporate vision to be *'an innovative provider of quality homes and services, with residents and staff at the heart of Ocean, and Ocean at the heart of the community'* by:

- Seeking to ensure a peaceful, quiet, and clean environment in which our tenants can live.
- Meeting our Service Standards, as agreed with our tenants.
- Being harm centred, having established the actual, potential, and perceived level of harm by completion of a risk assessment with the customer.
- Complying with legal, regulatory, and contractual requirements to prevent and tackle Anti-Social Behaviour.

1.2 We accept that everyone has a right to their chosen, lawful lifestyle providing this is not detrimental to the quality of life for others. We have an important role in making sure that such rights and obligations are managed effectively. Our role is to prevent and reduce the harm caused by ASB to people and communities.

1.3 This Policy helps us to deliver our Service Standards by:

- Treating all reports of Anti-Social Behaviour seriously and adopting a harm centred approach.
- Responding to complaints of high-risk ASB, hate incidents or harassment by the next working day.
- Responding to medium and low risk complaints of Anti-Social behaviour within five working days.
- Providing regular updates to customers on progress made with their Anti-Social behaviour case.
- Publishing the outcome of surveys into tenant satisfaction with the outcome of their ASB case.
- Publishing the outcome of surveys into tenant satisfaction with the handling of their ASB case.

1.4 Our response to ASB applies to Ocean Housing residents, others causing a nuisance in neighbourhoods where we own properties, and visitors to our neighbourhoods where their behaviour interferes with our housing management function. This includes ASB towards our staff and contractors. We use the term ASB to cover Anti-Social Behaviour, hate crime and hate incidents.

1.5 Our ASB Policy is tenure neutral and together with the definition of ASB enables us to support our tenants as victims irrespective of the tenure of an alleged perpetrator and support victims who are not our tenants if the alleged perpetrator is one of our tenants, a member of their household or a visitor.

1.6 Our response to Domestic Abuse is described in our Domestic Abuse Policy.

1.7 This policy may need to be read in conjunction with other Ocean policies, including:

- Hate Incidents, Hate Crime & Racial Harassment Policy
- Data Protection Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Services for Vulnerable People Policy
- Domestic Abuse Policy
- Allocations and Lettings Policy
- Compliments and Complaints Policy
- Data Protection Policy
- Equalities, Diversity, and Inclusion Strategy

1.8 Legislation and regulation that may need to be considered in conjunction with this policy include:

- Anti Social Behaviour Act 2003
- Anti Social Behaviour Crime and Policing Act 2014
- Equality Act 2010
- Housing Act 1988
- Housing Act 1985
- Housing Act 1996
- Domestic Abuse Act 2021
- Data Protection Act 2018
- Crime and Disorder Act 1998
- Noise Act 1996
- Care Act 2014
- Mental Health Act 1983
- Environmental Protection Act 1990
- Protections from Harassment Act 1977
- Police and Criminal Evidence Act 1984
- The Misuse of Drugs Act 1971
- Regulator of Social Housing – Neighbourhood and Community Standard

## **2.0 Policy Aims**

2.1 Our Policy aims include:

- Communicating clearly with our tenants to explain ASB and our approach, so they understand what they can expect from us and what we expect from them.

- Promoting our service using media (including social media), our website and tenant communications.
- Expecting tenants, members of their household and visitors to be considerate, tolerant and understanding of others and to behave reasonably, in accordance with the responsibilities set out in their tenancy and lease agreements.
- Encouraging tenants to resolve matters with their neighbours where it is safe while being clear about the circumstances in which we may take action and how we will proceed.
- Risk assessing the level of harm caused to victims by ASB.
- Working with our partner agencies and referring or signposting tenants to those who can give them the most appropriate support and assistance when faced with ASB.
- Acting promptly with legal action where we, the County Council and the Police consider there is a significant risk of harm, or a serious criminal act has been, or is likely to be committed.
- Working with vulnerable customers, both victims and perpetrators, and partner agencies to provide a holistic and appropriate response to ASB.
- Encourage residents to report ASB and hate incidents and demonstrate that these behaviours will be challenged.
- Ensuring tenants are clear on their tenancy obligations.
- Taking or supporting action being taken against any resident who may or may not be our customer.
- Ensuring customers are kept informed of actions taken.
- Not tolerating any behaviour intended to threaten, intimidate, or abuse our colleagues or contractors.
- Using legislation and other tools to assist us in developing an effective approach in the prevention and management of ASB while ensuring any action is reasonable, proportionate and necessary.
- Measuring our success by resolutions rather than actions and customer satisfaction with the resolutions.
- Delivering on our responsibilities in the Regulator of Social Housing's Neighbourhood and Community Standard.
- Promoting fair and equal treatment for everyone.
- Ensuring personal information is treated with confidentiality and responsibly.

### **3.0 Definition**

- 3.1 We use the definition of ASB 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, or,
  - 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.
- 3.2 Ocean Housing is opposed to all forms of hate incidents, positively supports residents who are victims of hate incidents and will act against perpetrators of hate incidents whether residents, employees, agents or third parties.
- 3.3 A hate incident is any incident perceived by the victim, or any other person, to be

motivated by prejudice or hate. This includes direct or indirect discrimination based on a person's disability; gender; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; sexual orientation and age. Ocean Housing has a separate policy covering this.

- 3.4 Examples of ASB could include regular noisy parties, loud arguments, or intimidating behaviour, as well as criminal activity such as hate crime, drug dealing, or threats of violence. Issues like pet nuisance, fly-tipping, or an untidy garden we would define as environmental ASB. We would expect the Police to lead on criminal matters.
- 3.5 There will be occasions when, having opened an ASB case, we will decide we will not progress matters as they are not a breach of tenancy. That might be, for example, where the complaint relates to:
- A difference in lifestyle where no actionable ASB is present.
  - Entrenched personal disputes.
  - Minor neighbour disputes.
  - Unintentional/accidental behaviour of children.
  - Children playing unless they are engaging in ASB.
  - Proportionate day to day household noise for example TV, music, radio, electrical items including washing machines and hoovers and DIY at reasonable hours.
  - Cooking odours and reasonable household smells.
  - Minor car maintenance.
  - Reports that are not supported by evidence.
- 3.6 When assessing a case we will take account of the possibility that the acts are persistent and/or deliberate and may have a harmful impact on a person, taking account of any known vulnerability.
- 3.7 We will only progress an ASB case where we are satisfied our intervention is appropriate and we may identify that another agency is best placed to lead the response to an issue.

#### **4.0 Supporting Victims**

- 4.1 Our priority will always be the wellbeing of the victim and reducing the harm ASB may be causing. Our approach to victim and witness support includes:
- Making it easy for residents to report Anti-Social behaviour and hate incidents.
  - Assessing the risk of harm from unacceptable behaviour and hate incidents followed by appropriate referrals to partner agencies.
  - Agreeing regular communication and updates about the progress of a case and the method of contact to ensure confidentiality and safety.
  - Ensuring that victims know that they can meet staff in confidence at our offices or at an agreed choice of safe venue.
  - Using all options open to us and our partners to deliver a resolution which is satisfactory to victims or an understanding the case can go no further.
  - Where possible using third party evidence to prevent victims needing to be witnesses.
  - Improving security measures for victims and witnesses including; fire safe letter boxes; personal alarms; mobile telephones; CCTV and sound recording equipment; and negotiating priority response markers with the Police.

- Using the tools and powers available to us and our partners to protect victims and witnesses.
- Relocation where there is no other option in line with our Allocations and Lettings Policy. This may mean a tenant approaching the Council for emergency accommodation.
- Supporting witnesses to get to and from Court, and also while they are at Court.

4.2 We recognise that some residents, whether they are the victim or perpetrator, may have complex needs requiring additional support including:

- Substance misuse.
- Mental health needs.
- Learning disability.
- Loneliness or isolation.
- Hoarding or self-neglect.
- Adverse childhood experiences or experiences of domestic abuse.

4.3 In any situation where there is evidence of domestic abuse we will act promptly in accordance with our domestic abuse and safeguarding policies and work with advice and advocacy agencies, our local authority partners and the Police. All our staff will receive regular guidance and training on how to recognise and report domestic abuse and complete Domestic Abuse, Stalking, Harassment and Honour based violence (DASH) assessments.

4.4 We will ensure our staff are equipped to work with people with mental health needs and work with mental health services to encourage best practice in providing appropriate support, referral and signposting.

## **5.0 Expectations of Residents**

5.1 We will communicate clearly with our customers to explain ASB and our approach, so they understand what they can expect from us and what we expect from them.

5.2 Our tenancy conditions mean our customers have agreed that they, members of their household and their visitors will not cause a nuisance or annoyance or disturbance or act in a way that is likely to cause nuisance or annoyance or disturbance to any other resident, their guests, or visitors anywhere in the locality of their home.

5.3 Our tenants have also agreed not to use or to allow anyone staying with or visiting them to use assault; threats of violence; domestic abuse or hate motivated harassment against anyone living with, visiting or in the locality of them.

5.4 Residents are expected to treat other residents with respect and to honour their own conditions of tenancy or lease. They are expected to behave in a way which is not taken to be a nuisance or annoyance to neighbours, likely to cause harassment, alarm or distress in the community or interfere in any way with our housing management functions.

5.5 When problems arise, residents are expected to:

- Take responsibility for the behaviour of themselves, members of their household and their visitors. When they feel it is safe, speak to each other to see if the matter can be resolved between themselves.
- Report incidents to us or to another relevant agency promptly, whether they are the victim or a witness.
- Understand and respect that individuals or families may have a different lifestyle to their own.
- Work with us to address any unmet support needs in accordance with our Services for Vulnerable People Policy.
- Support us when we take action against people causing ASB.
- Be realistic about what action we can take.
- Where there is a neighbour dispute with no third-party victim, participate in mediation.
- Where the ASB reported constitutes criminal behaviour, report the criminal behaviour to the Police.
- Where the ASB reported is noise related, contact and report this to Environmental Health.

## **6.0 Roles and Responsibilities**

- 6.1 Ocean Housing Board, supported by the Executive Group, will be responsible for setting targets on an annual basis and monitoring performance against those targets.
- 6.2 The Head of Neighbourhood Services will have overall responsibility for the implementation of the policy.
- 6.3 The Neighbourhood Services Managers and Home Ownership Manager will ensure the policy is implemented correctly and all relevant processes are followed.
- 6.4 We will provide regular training for our customer-facing staff, who may receive reports of ASB, and annual update training for staff responsible for managing ASB cases.
- 6.5 To effectively tackle Anti-Social behaviour, it is essential that staff have the correct skills and knowledge. All new staff undergo an induction programme which includes safeguarding, equality, diversity and inclusion training.

## **7.0 Prevention**

- 7.1 Ocean Housing recognises the community and resource benefits of investing in approaches to prevention of ASB. In doing this we are:
- Considering past ASB and criminal activity in reviewing and determining whether to offer tenancies.
  - Promoting pre-tenancy information sharing at the point of offer; using detailed sign-up processes that include ASB and a post-tenant visit that includes ASB; and carrying out a vulnerability assessment at sign-up to ensure support needs are addressed as soon as possible.
  - Using Starter Tenancies for new tenants.
  - Working in partnership to prevent incidents and reoccurrence of ASB in our

communities.

- Identifying ASB hotspots and working with our partners to target them with preventative work as well as effective case management.
- Working with Cornwall Council, Police and other agencies to design out crime in our neighbourhoods.
- Consulting with the local authorities on the introduction of local lettings plans to ensure neighbourhoods are sustainable.
- Where appropriate support local initiatives that provide activities such as sports, youth clubs and other community-based projects providing training and employment opportunities for young people.
- Working with our partners to raise awareness of hate incidents.

## 8.0 Partnership Working

8.1 We recognise the importance of partnership working in addressing ASB and will develop and improve our effective partnerships with local, national, statutory and non-statutory agencies we work with to manage ASB and support victims.

8.2 Ocean engages in partnership meetings across Cornwall including Community Safety Partnerships; ASB Target Groups with referrals based on urgent and high-risk cases; Safeguarding meetings for adults and children; Multi-Agency Risk Assessment Conferences (MARAC) and Multi-Agency Public Protection Arrangements (MAPPA).

8.3 As a housing provider, where responsibility for investigating an incident or the tools and powers available sit with another agency, such as the police or local authority, we will support them by providing any relevant information to help them resolve the matter. It is important to note that police, Council and Ocean Housing actions need not be mutually exclusive.

8.4 By working in partnership with Cornwall Council we have access to their support agencies and the tools and powers available to them such as Statutory Nuisance, Community Protection Warnings, Community Protection Notices, Civil Injunctions and Closure Orders as alternatives to eviction proceedings.

## 9.0 Case Management

- 9.1
- The person taking the initial report must get enough information to accurately **grade the follow-up response** as urgent (high risk) or non-urgent (low or medium risk). If there is any doubt or concern for personal welfare, we will grade it as urgent to ensure a full and prompt risk assessment.
  - The initial interview (either next working day after initial report or within five working of the initial report) must include a **risk assessment** and if this is high this must lead to immediate harm reduction action through support, security measures and a multi-agency case conference.
  - The initial interview must include a **re-contact plan** agreed with the victims and witnesses. The period between contacts must not exceed:

- one working week for high-risk cases
- one month for medium or low risk cases

- A **first steps action** plan must be agreed with the complainant, victim or witness at the initial interview.
- Diary sheets will only be issued as part of the action planning process, so they and their use are understood and to agree frequency of collection by Neighbourhood Services Officers (NSOs). We will not put the onus on victims and witnesses to return the forms and do not use failure to return the forms as a reason not to re-contact them.

**Cases will only be closed** with the approval of the Neighbourhood Services Manager or Home Ownership Manager (NSM/HOM) and when the victim(s) is in agreement or, if not in agreement, is at least aware of the action to be taken and has had an opportunity to respond.

## **10.0 First Point of Contact**

- 10.1 The first point of contact is key to getting an early understanding of the urgency of an ASB case and promoting confidence in our response.
- 10.2 ASB must be reported to Ocean Housing at the earliest opportunity. A wide range of methods can be used including letters, telephone, e-mail, in person and on-line through our website or social media.
- 10.3 We will also receive reports from other agencies, in particular the Police and County Council.
- 10.4 When we receive a report of ASB we will include a basic assessment of the risk of harm to the customer and grade our response as either urgent or non-urgent. All hate incidents will be graded as urgent.
- 10.5 Urgent cases will receive a response and an initial interview within one working day.
- 10.6 All non-urgent cases will receive a response and initial interview within five working days.
- 10.7 We will investigate cases reported anonymously so far as the information provided allows. This is more likely to be where the ASB is visual or can be observed than in cases where we are unable to gather evidence.

## **11.0 Initial Interview**

- 11.1 The initial interview will be conducted thoroughly to maintain customer confidence; better understand whether there is ASB and, if there is, what is happening, the risk of harm to the victim and to develop an action plan with the victim.
- 11.2 A risk assessment will be carried out as part of the initial interview based on a national standard risk assessment matrix used to inform which services may be required to



support victims and those causing the ASB and the priority given to the case.

11.3 Unmet support needs identified through the risk assessment will be addressed through our Services for Vulnerable People Policy working in parallel with this Policy, even if there is ultimately no evidence of ASB

11.4 NSMs/HOM, as ASB case supervisors, and NSOs, as ASB case managers, will have responsibility for every ASB case in their area. All live cases will be reviewed at a monthly 1:1 between case supervisors and case managers.

## **12.0 Emergencies**

12.1 There will be situations where immediate action is required to safeguard the security of the victim and or the community, for example asking the Council to consider placing the victim in Temporary Accommodation (TA); carrying out emergency repairs or security measures or using emergency legal powers.

## **13.0 Investigation and Early Intervention**

13.1 Depending on the nature of the ASB and consultation with the victim, case investigation will include:

- Engaging with the victim and discussing what issues they are facing.
- Engaging with other residents.
- Engaging with the person causing the ASB.
- Agreeing a course of action with the victim.
- Identifying and dealing with safeguarding issues.
- Working with support agencies.
- Gathering evidence from other agencies.
- Being risk and outcome focussed.
- Seeking to establish facts to solve the problem.
- Asking customers to complete diary sheets to support evidence gathering and further assess how the ASB is affecting the victim.
- Working with the victim to agree the most appropriate action to prevent further incidents.
- Not revealing the identity of any person without permission.

13.2 Our approach to early intervention in ASB cases includes:

- Encouraging, where it is safe, customers to speak with their neighbour first as this can often resolve the issue.
- Visits including jointly with the Police or County Council ASB Team.
- Using independent mediation services.
- Acceptable Behaviour Agreements.
- Written warnings.
- Attending multi-agency case management meetings and case conferences.
- Extending starter tenancy agreements.
- Target hardening in certain circumstances, for example additional locks, security lights or personal alarms.

## **14.0 Legal Action**

14.1 We will use possession proceedings only as a last resort or where and criminality or a pattern of behaviour is so serious the perpetrator has left us with no alternative. We will seek to use the range of tools and powers available to use and to our partners to both support victims and to give perpetrators the opportunity to reduce the risk of eviction.

These include:

- Tenancy warnings.
- Community Protection Warnings and Notices.
- Civil Injunctions.
- Closure Notices and Orders.
- Criminal Behaviour Orders (CBOs)
- Public Spaces Protection Orders to deal with matters affecting communities.
- Statutory Nuisance.
- Absolute (fast track) possession where injunctions, CBOs or abatement orders have been proven to have been breached or in cases of significant criminality.

## **15.0 Case Closure**

15.1 We will contact the reporting customers before we close a case and give our reasons for this and provide them with an opportunity to respond before the case is closed. A Case Closure letter will be sent advising on what actions were taken and an explanation on how the decision was made.

15.2 We will close an ASB case when the behaviour has improved to an acceptable level, or when there is no further reasonable action that Ocean Housing can take to resolve the matter or at the request of the customer reporting the ASB.

15.3 We will always tell the customer when and why we are closing a case.

15.4 We will only consider re-opening a case if there has been a material change in circumstances.

15.5 We will offer customers the opportunity to feedback on how we have dealt with their case at the point we close it. Satisfaction figures will be reported quarterly to the Ocean Housing Board and tenant representatives.

## **16.0 Data Protection**

16.1 Managing unacceptable behaviour and supporting tenancy sustainment inherently requires consent to hold and share personal information. Ocean regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between employees, residents and partners. More information about how we deal with personal information is in our Data Protection Policy.

16.2 Any data we collect relating to this policy and/or performance of our obligations under the terms of the tenancy agreement will be kept securely and will not be retained for any longer than is reasonable. We will comply with all relevant legislation.

16.3 We will explain to customers the importance of the processes in dealing with ASB and

that the ability to take legal action may be adversely affected if we are unable to disclose information; and it may be necessary to disclose information to other relevant agencies. We have signed up to the appropriate information sharing protocols with partner agencies.

- 16.4 Section 115 of the Crime and Disorder Act 1998 allows Ocean Housing and partner agencies to share information for the purpose of preventing and detecting crime and disorder. Information will be shared with other agencies, where there is a duty to do so, and/or where information-sharing protocols are in place.
- 16.5 We recognise that confidentiality is important to develop a relationship of trust with customers and we ensure that any information given will be kept in the strictest confidence. However, safeguarding concerns may overrule any confidentiality protocols. Where necessary we will liaise responsibly with other partners by way of a recognised information exchange protocol to help safeguard a customer from risk of serious harm or death.

## **17.0 Equality, Diversity & Inclusion**

- 17.1 Ocean collects data to understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and also, to assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.
- 17.2 Everyone has a right to be treated with dignity, fairness, and respect. This Policy is in line Ocean's Equality, Diversity, and Inclusion Strategy.
- 17.3 Ocean recognises that often vulnerable people may be disadvantaged socially, isolated and/or financially excluded. Where appropriate we will offer services in line with this policy to assist vulnerable tenants to sustain and maintain their tenancy.
- 17.4 This policy does not unfairly or unlawfully discriminate and will be applied equally for all Protected Characteristics. Reasonable Adjustments, under the Equality Act 2010, will be considered on a case-by-case basis.
- 17.5 The Equality Act 2010 is important when we seek to resolve ASB as it provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Act makes discrimination unlawful in relation to nine protected characteristics and established the Public Sector Equality Duty (PSED).
- 17.6 The PSED applies to a public authority or to a body who is not a public authority when they exercise a public function. For Ocean Housing, it applies in the provision, allocation and management of social housing.
- 17.7 Should it be necessary to pursue legal action against a vulnerable customer, we will justify our reasons for taking the action beforehand, including by carrying out a proportionality review. We will work in conjunction with any support agencies involved with the customer as we move through the enforcement process.
- 17.8 We are aware of our Equality Act duty and will consider these responsibilities when managing cases of Anti-Social behaviour.

17.9 We are committed to addressing any communication or language barriers by providing translation services for face-to-face contact and written communication when needed. We will also produce information in alternative formats such as audio or large print where required.

17.10 Staff are made aware of our approach to Customer Care and Equality, Diversity, and Inclusion, Reasonable Adjustments and Safeguarding.

## **18.0 Safeguarding**

18.1 In any situation where there is evidence a child or adult may be at risk of harm, abuse or neglect, we will act promptly and in accordance with our safeguarding policies and procedures and those of our local authority partners. All our staff will receive regular guidance and both internal and external training on how to recognise and report safeguarding issues.

18.2 We will take all practical steps to safeguard and protect customers who may be vulnerable as a result of a protected characteristic or have a care and support need. This will be handled with sensitivity and whenever appropriate, in partnership with other agencies whose support and input will be actively sought. More information about safeguarding customers can be found in our Safeguarding Adult and Safeguarding Children Policies.

## **19.0 Complaint Handling**

19.1 We are committed to providing what our customers need, in the way they want and to the standard they expect. This means addressing recurring problems, identifying and learning from areas of good practice and ensuring service delivery is continually improved.

19.2 We have a two-stage review process where a tenant can request a complaint response be reviewed if they are not satisfied that the initial response has resolved their complaint.

19.3 Complaints about the behaviour of another tenant will be dealt with under this policy as an ASB case. Complaints about how we have managed an ASB case will be dealt with under the Complaints and Compliments Policy.

19.4 More information on what a complaint is and how we respond to them can be found in our Compliments and Complaints Policy.

## **20.0 ASB Case Reviews**

20.1 An ASB Case Review (also known as the 'Community Trigger') gives victims of persistent Anti-Social behaviour the right to request a multi-agency review of their case where the required threshold has been met. The aim of an ASB Case Review is for agencies to come together to review a case and create a joined-up plan for how they can work together to prevent the Anti-Social behaviour continuing. In Cornwall, the agency responsible for facilitating the Anti-Social Behaviour Case Review is Cornwall Council.

20.2 A review can be initiated by phone, email or post and full details appear on the Safer Cornwall website - [ASB Case Review - Safer Cornwall](#)

- 20.3 A review can be requested by an individual, or their representative, if they have reported an incident of ASB, relating to the same problem, to the police, local authority or a registered provider three or more times in the past six months and they do not feel they have received a satisfactory response.
- 20.4 A review can also be requested if an individual has reported an incident of ASB, relating to the same problem, to the police, local authority, or a registered provider two or more times in the past six months and one or more incident involves a hate crime.
- 20.5 If the individual is unable to do this due to a vulnerability we can assist them to make the request.

## **21.0 Performance and Monitoring**

- 21.1 Our performance will be regularly reported to, and monitored by, Ocean Housing's Executive Group and Boards, as well as reporting to the Together with Ocean Panel, and via the website. We will collect data in accordance with the ASB benchmarking service provided by HouseMark.
- 21.2 As a minimum, we will ensure customers can access to a set of clear, comparable tenant satisfaction measures on things they care about to ensure they understand our performance, to include:
- Tenant satisfaction with our contribution to the neighbourhood associated with their home (TSM TP11).
  - Tenant Satisfaction with approach to handling anti-social behaviour (TP12).
  - Number of complaints received relating to ASB, relative to our size as a landlord.
  - Percentage of tenants satisfied with the outcome of their ASB case.
  - Percentage of tenants satisfied with the handling of their ASB case.