



ANTI-SOCIAL BEHAVIOUR POLICY

Policy Control

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1.0 Introduction:

- 1.1** Derby Homes' aim is to deliver a high quality, value for money housing service for Derby. Derby City Council commission Derby Homes to deliver ASB Services relating to Council tenancies. We support our tenant's statutory right to live peacefully and enjoy the security of their home. The safety of our customers and our colleagues is always our main priority
- 1.2** As a responsible landlord we aim to tackle anti-social behaviour swiftly and effectively. We will use a range of methods to achieve swift resolutions for victims. We will take a pro-active approach to preventing anti-social behaviour as well as resolving it where it occurs. We take a victim centred approach, tailoring our responses to the needs of victims. We understand that sometimes, perpetrators of anti-social behaviour also need help. Sometimes they are not aware of the impact of their behaviour on others. Sometimes they need help to change. In addition to supporting victims and tackling anti-social behaviour, where appropriate, we will work with perpetrators to influence behaviour change, both through our own interventions, and through working closely with outside agencies.
- 1.3** This policy has been developed in line with the Housing Act 1996, the Crime and Disorder Act 1998 (as amended) and the Anti-Social Behaviour Act 2003, further amended by the Anti-social Behaviour, Crime and Policing Act 2014, including any subsequent amendments to the 2014 Act.

2.0 Definition of Anti-Social Behaviour:

- 2.1** Anti-social behaviour covers a range of nuisances, disorder and crimes which affect people's lives from noise nuisance, vandalism and graffiti to drunk or rowdy behaviour, intimidation and harassment. This list is not exhaustive. If left unchallenged anti-social behaviour can have huge impacts on the lives of our tenants. Anti-social behaviour, of any kind, is unacceptable.

Anti-Social behaviour is defined in the Anti-Social behaviour Crime and Disorder Act (2014), as acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator. ASB therefore includes a variety of behaviour covering a whole complex of activities that can blight the quality of life of particular individual, group or community.

Examples may include but are not limited to:

- Violence or threats of Violence
- Aggressive or abusive behaviour
- Harassment of another person
- Domestic abuse / violence, including coercive and controlling behaviour
- Repeated verbal abuse

- Hate-related incidents (where the behaviour is motivated by hostility and prejudice based on race, ethnicity, nationality, sexual orientation, gender, disability, religion and age)
- Regular disturbances such as playing loud music or excessive dog barking
- Fly tipping
- Drug and alcohol-related nuisance
- Damage to property
- Vandalism and graffiti
- Illegal or immoral activity

2.2 DH will not tolerate any action or omission, deliberate or otherwise, which interferes with another person's peace, quiet or security. DH expects residents living within its neighbourhoods to be good neighbours.

3.0 Aims and Expectations:

3.1 DH provides an ASB Service and seeks to create sustainable neighbourhoods whereby people from all different backgrounds and groups can exist side by side within a culture of cooperation and respect. By responding positively to incidents of ASB, DH will develop a culture of zero tolerance to such incidents, thus combating exclusion and enabling all people to play a full part in society.

3.2 Our aim is to ensure that we provide great homes in great neighbourhoods. To this end we have developed a set of expectations to determine how we deal with complaints of anti-social behaviour. These are listed below:

3.3 We have zero tolerance approach to anti-social behaviour in our neighbourhoods. This means that when anti-social behaviour is reported to us, we will always act promptly and in line with our procedures and service standards.

3.4 We encourage residents to tell us about anti-social behaviour by making sure our reporting process is clear and easy to access for all our customers, and we take a proactive approach to communicating with residents. For instance, we offer help for tenants who prefer to receive information in different formats and ensure that there are a variety of ways in which to report incidents.

3.5 We carry out Complainant Risk Assessment Matrix (RAM), underpinning our Victim Centred Approach, to establish and identify vulnerable complainants and apply a vulnerability category. Information regarding victims identified as medium or high risk are shared and discussed with the Police and other agencies and information is shared through our shared E-CINS ASB recording system (Empowering Communities Inclusion & Neighbourhood Management System).

3.6 In conjunction with Derbyshire County Councils Anti-Social Behaviour Partnership, Derbyshire Police and Crime Commissioner's Office, Derby

Homes also offers and refers Victims of ASB through to Derbyshire Victim Services (REMEDI UK).

- 3.7** Specific joint actions to protect victims identified as being at risk are put in place. Risk assessments are regularly reviewed and updated where necessary.
- 3.8** When residents report anti-social behaviour, we will explain what action we will take and provide as much help and advice as needed to support them throughout their experience of anti-social behaviour.
- 3.9** We will work with perpetrators of anti-social behaviour, recognising that it is possible to change core behaviour to the point where it becomes acceptable.
- 3.10** We will ensure we are always compliant with the latest national standards and any future regulatory frameworks, and closely monitor the quality and effectiveness of our service by setting challenging performance targets for staff, based on effective outcomes.
- 3.11** We will monitor customer satisfaction with our service by carrying out a telephone, email or postal survey as preferred by the customer on all customers when their complaint of anti-social behaviour has been closed. This will further feed into future tenant satisfaction measures being brought in nationally across the Housing Sector.
- 3.12** Where dissatisfied customers are identified, we will contact them to understand and learn from their experience, implementing changes to our practices where appropriate.
- 3.13** We will regularly review the effectiveness of our practices to ensure that we provide the best response possible.
- 3.14** We recognise that prevention is better than cure. We adopt a partnership approach in dealing with anti-social behaviour and take action that is appropriate and proportionate to the specific complaint.
- 3.15** We promote early intervention to resolve anti-social behaviour complaints as quickly as possible. This is because dealing with things before they escalate means they are much more likely to be resolved. It is also much less expensive in terms of officer time and other costs if cases do not have to be resolved formally. There are many forms of early intervention, the most important one being timely contact with victims and alleged perpetrators of anti-social behaviour.
- 3.16** We will seek out good practice through attendance at regional and national seminars regarding anti-social behaviour and will invest in the professional development of our staff to equip them with the necessary skills and knowledge to deal effectively with anti-social behaviour on our estates. Derby Homes are Corporate members of RESOLVE ASB, a National Organisation, advising and representing Housing, Local Authorities and ASB Providers on

matters of Home Office Policy, good practice, guidance and training around ASB and Community Safety.

4.0 Strategic links and Policies:

4.1 Other strategies/policies that support or influence this policy may include:

- Hate Policy
- Homelessness Strategy
- Allocations Policy
- Domestic Abuse Policy
- Equality and Diversity Policy
- Safeguarding Policy
- Complaints Policy
- Derby Homes neighbourhood Management Policy

4.2 Copies of these policies are available on request or can be downloaded from our website.

5.0 Legal framework:

5.1 The legal framework for dealing with anti-social behaviour is outlined below:

- Anti-Social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Homelessness Act 2002
- Serious & Organised Crime strategy 2018
- Data Protection Act 2018 and the General Data Protection Regulation 2016
- Housing Act 1985 / 1996 (as amended by the Homeless Act (2002)
- Environmental Protection Act 1990 and the Statutory Nuisance Act 1993
- Housing and Regeneration Act 2008
- Safeguarding children, young people and adults:
- Crime and Disorder Act 1998
- Protection from Harassment Act 1997
- Policing and Crime Act 2017
- Criminal Justice Act 2003
- Mental Capacity Act 2005
- Domestic Abuse Act 2021

5.2 We proactively participate in partnership arrangements to safeguard young people and vulnerable adults. Derby Homes has a separate Safeguarding Policy and Procedure

5.3 In dealing with anti-social behaviour, hate crime and incidents, full consideration will be given to our safeguarding responsibilities.

5.4 Policy Statement:

Derby Homes provides an Anti-Social Behaviour service to all of its tenants and leaseholders as well as any other resident in Derby where they are affected by anti-social behaviour caused by a Derby Homes tenant.

- 5.5** Derby Homes seeks to create sustainable neighbourhoods whereby people from all different backgrounds and groups can exist side by side within a culture of cooperation and respect. By responding positively to incidents of ASB, DH will develop a culture of zero tolerance to such incidents, thus combating exclusion and enabling all people to play a full part in society. DH is committed to delivering a range of community projects to provide positive diversionary activities such as detached youth work, and work with others to deliver activities designed to increase self-esteem, confidence and aspirations amongst young people to reduce the chance of them becoming victims of or involved in ASB.
- 5.6** DH will impress upon residents at sign up the rights and responsibilities of tenants and leaseholders and what the implications of causing ASB are.
- 5.7** Victims can report ASB in a number of ways by visiting DH offices in person [online](#), [by email](#) or by calling us on 01332 888777. Customers can also report ASB via Facebook and Twitter if they wish to. Similar via a Local Councillor and or their designated MP.

In addition Derby Homes also promote the ASB Case Review Process on their website. All customers open to the ASB Services receive information from the ASB Team on how they can request a review of their case, if they feel their concerns have not been dealt with, or acted upon, or that Derby Homes or any other organisation have been unable to resolve serious persistent, or targeted, anti-social behaviour successfully. These links to the ASB Case Review are provided in ASB related communications - derbyhomes.org, saferderbyshire.gov.uk, derby.gov.uk.

- 5.8** DH treats all reported incidents of ASB, hate and domestic abuse very seriously and will take immediate and appropriate action whenever incidents are reported or identified.
- 5.9** A victim centred approach will be followed ensuring that residents have access to appropriate support services and feel able to work with DH staff in the investigation of the incident.
- 5.10** When a complaint of ASB is made, DH will record the complaint, assess the type of ASB being complained of and apply one of the following categories. • CAT 1 – URGENT e.g., race/hate crime/threats or use of violence • CAT 2 – PERSISTENT NUISANCE e.g., noisy neighbours. All Category 1&2 cases will be dealt with by a named ASB Officer.

5.11 Please refer to section 3.5 regarding Risk Assessments.

5.12 If an incident is made up of several types of anti-social behaviour, we will treat the most serious part of the complaint first.

5.13 Anti-social behaviour may or may not amount to a criminal act. What is important in defining anti-social behaviour is the effect of the behaviour on others.

The 2014 Act defines ASB in three different categories-

- **Personal** - behaviour that targets a particular individual or specific group or is aimed at having an impact on a particular individual or incident rather than a community at large.
- **Nuisance** - individuals or incidents that cause trouble, annoyance, Inconvenience, offence or suffering to people in the local community in general, rather than targeted at an individual.
- **Environmental** - incidents and inconsiderate actions which impact on the surroundings including the natural, built and social environments.

5.14 DH will work to prevent homelessness and help residents to remain in their home by facilitating the implementation of increased security measures such as sanctuary scheme works, fireproof letterboxes, additional locks etc.

5.15 Anti-social behaviour may or may not amount to a criminal act. What is important in defining anti-social behaviour is the effect of the behaviour on others.

5.16 The following categories of anti-social behaviour have been adopted by Derby Homes:

- Category 1 – response within one working day:
- Very serious complaints, and those where risk to the victim is considered to be high, this is our highest classification of anti-social behaviour where Derby Homes believes that a person may be in danger and urgent action is required to protect them. Some examples of category 1 complaints are given below:
- Harassment / intimidation / threatening behaviour
- Domestic abuse – Derby Homes has a separate Domestic Abuse Policy
- Physical violence

5.17 **Safeguarding children, young people and adults:**

We proactively participate in partnership arrangements to safeguard young people and vulnerable adults. Derby Homes has a separate Safeguarding Policy and Procedure. In dealing with anti-social behaviour, hate crime and incidents, full consideration will be given to our safeguarding responsibilities.

6.0 Hate Crime and Hate Incidents:

Derby Homes has a separate Hate Crime Policy and Procedure which should be referred to.

6.1 Category 2 – response within five working days:

- Drugs, substance misuse, drug dealing
- Noise
- Verbal abuse
- Vandalism and damage to property
- Alcohol related incidents
- Prostitution, sexual acts, kerb crawling, loitering
- Other criminal behaviour
- Misuse of shared areas and public space
- Pets and animal nuisance
- Nuisance from vehicles
- Litter, rubbish, fly tipping
- Garden nuisance (when we have received a complaint). Derby Homes ASB Team will support other Housing Management staff in addressing serious Garden Nuisance using “Community Protection Legislation” particularly “Community Protection Warnings”.

6.2 Where it is believed any child or vulnerable adult is at risk DH will follow the Safeguarding children and adults at risk policy and procedure, taking necessary action.

6.3 DH will thoroughly investigate all complaints and gather obtain evidence where it exists from complainants, other residents and partner agencies including the Police and also through the use of Noise Monitoring Equipment, CCTV and Professional Witnesses as appropriate.

6.4 DH will consider all the options available when investigating and taking action in a case of ASB and will use the legislative framework to ensure the protection of victims and to stop the incidents repeating. Most complaints of anti-social behaviour will not require legal action and will be quite effectively resolved through early intervention by the ASB Team. The tools available, some of which are delivered in partnership with other agencies, include:

- Warnings
- Mediation - Derby Homes has a team of trained and accredited staff with a Mediator Skills Level 3 Qualification, as recognises that Mediation is a valuable tool for both ASB and non ASB issues. This

was delivered through Smile's Mediation Skills Training and is approved by the [College of Mediators](#).

- Noise monitoring-
- CCTV
- Parenting Contracts
- Acceptable Behaviour contracts
- Family intervention tenancies
- Good Neighbour Agreements
- Referrals into Derby Homes Tenancy Sustainability Services
- Referrals to partner agencies for a variety of reasons- i.e., Diversionary Activities / Mentoring programmes etc.(These will vary from time to time)

6.5 Legal interventions: Legal means of resolving Anti- Social Behaviour, including provisions provided under "ASB Crime and Policing Act 2014, Housing Act 1996 & the Crime and Disorder Act 1998

- Noise abatement Notices – DCC
- Community Protection Warnings & Community Protection Notices
- Injunctions
- Criminal behaviour Orders – DCC Police
- Closure orders – DCC -Police
- Suspension of Right to buy
- Extension of Introductory tenancies
- Demotion Orders
- Possession proceedings
- Family Intervention Tenancies

7.0 ASB Case review:

ASB case reviews allows the public to challenge public bodies to account for their response to anti-social behaviour. Derby City Council is responsible with any partners involved, to administer any ASB Case reviews within the city. Derby Homes where necessary will promote and facilitate on the behalf of vulnerable customers the ASB Case review process or where DH feel that this is required.

8.0 ASB Team:

Derby Homes has a team of specially trained and qualified staff who deal with all aspects of anti-social behaviour. Anti-Social Behaviour Officers' aim is to tackle and reduce anti-social behaviour by supporting victims and taking positive action against perpetrators of anti-social behaviour. All ASB Staff are trained to BTEC Level 5 Advanced Award in ASB, Community Safety, Crime and Nuisance Management for Practitioners. The team have access to ongoing learning and development around Safeguarding – ASB and other related training. The team is a decentralised team working within the neighbourhoods across Derby City as part of the local housing team.

9.0 Service standards:

- 9.1** We have clear service standards when dealing with complaints which have been developed with our residents.
- 9.2** We will provide regular updates to communities about actions taken to tackle anti-social behaviour. In particular we will publicise, where permitted, enforcement actions such as, anti-social behaviour Injunctions and other legal actions to encourage victims to report anti-social behaviour, and as a deterrent to others.
- 9.3** Derby Homes will publicise a 'zero tolerance' approach to ASB in Derby Homes News and on its website.
- 9.4** We will provide comprehensive support and help for victims and witnesses of anti- social behaviour, having regard to those identified as being vulnerable.
- 9.5** We will take complaints of anti-social behaviour seriously; grading each reported incident and responding in agreed timescales (all serious incidents of anti-social behaviour being responded to within 1 working day), recording and investigating them all, providing regular updates to all involved parties.
- 9.6** We will respond swiftly and effectively; providing multi agency responses where necessary to incidents of Environmental Crime and location based Anti-Social Behaviour issues.
- 9.7** We will work closely with Neighbourhood Policing Teams and a range of other local partners including Community Mental Health Services, Adult Social Care, Derby City Council Community Safety Team and Neighbourhood Partnership Officers as well as Local Area Coordinator Teams to deal swiftly and effectively with anti-social behaviour problems.
- 9.8** Whilst addressing community concerns, we will ensure that the support needs of those who perpetrate anti-social behaviour are addressed and that they are afforded adequate opportunity to moderate their behaviour, leading to the best possible outcomes for all.
- 9.9** We will work with the Police and other local partners to reduce re-offending by young people and to deter young, prolific or priority offenders from further anti-social acts.
- 9.10** We will seize all available opportunities to celebrate the positive actions of young people in Derby, in preventing them becoming involved in ASB.
- 9.11** We will inform all new tenants of Derby Homes' policy on anti-social behaviour. Conditions of tenancy and expectations of new tenants will be explained at sign-up. They will be provided with a copy of the 'you and your neighbour' leaflet. Introductory tenants will be advised at sign-up of the special conditions with regard to their new tenancy.

- 9.12** We will respond to all complaints of anti-social behaviour within a maximum of 5 working days, advising complainants who their main contact is.
- 9.13** We will agree an appropriate action plan with complainants of anti-social behaviour to ensure that action is progressed and recorded.
- 9.14** We will keep accurate and detailed records of incidents.
- 9.15** We will report all criminal behaviour, damage and vandalism cases to the police and pursue the costs, if necessary, through court action, where the perpetrator is known.
- 9.16** We will agree the frequency of our contact with complainants of anti-social behaviour when a case is opened and will record this on the action plan.
- 9.17** We will work alongside Social Services, the Housing Options Team and all other appropriate support services in cases where evictions are being considered to discuss risk, agree actions and wherever possible prevent homelessness.
- 9.18** We will seek to recover court costs awarded as a result of evictions or other enforcement action.
- 9.19** We will also proactively encourage the reporting of anti-social behaviour Incidents through regular newsletter articles, information leaflets, and at surgeries and events held in our neighbourhoods.
- 9.20** We will operate a hate crime reporting and signposting service across all of our Local Housing Offices.
- 9.21** In line with the latest national standards and any future regulatory frameworks, Derby Homes' approach to tackling anti-social behaviour focuses on prevention, early intervention, support, enforcement and diversion. Derby Homes will closely monitor the quality and effectiveness of our service by setting challenging performance targets for staff, based on effective outcomes. This holistic approach is delivered through agreed partnership arrangements.
- 9.22** We will not move complainants or alleged perpetrators who are tenants as a means of resolving anti-social behaviour (except in exceptional circumstances); we will deal with the problem.
- 9.23** The action that we take will be reasonable and proportionate to the type of anti-social behaviour that has been reported.
We want to create a climate where people feel confident in coming forward with information. However, where complainants wish to remain anonymous, we will still investigate the complaint, but action may be limited.

10.0 Support:

- 10.1** Providing support either alongside enforcement action or on its own is critical in changing behaviour in the long term.
- 10.2** We have access to various services that are delivered either internally or in partnership with others to provide support to both complainants and alleged perpetrators of anti-social behaviour, some of which are listed below:
- 10.3** Victim and Witness Support
Intensive Housing Management Services / Complex Needs / Intensive Intervention Services and general Tenancy Sustainment Services.
- 10.4** Derby Homes provides support in several ways across the city as part of the Children and Young People's Strategy. This support changes from time to time as different funding streams and provisions become available.
- 10.5** Derby Homes ASB Team will identify young people at risk of - or who are involved in low level crime and anti-social behaviour and make referrals as part of interventions into projects that are operating at any given time.
- 10.6** As well as being key partners of Derby City Council's Stronger Communities Board, Derby Homes are also members of the Youth Alliance, (a sub-group of that board) working to align funding and youth provision across Derby City. The Youth Alliance is a cooperative cohort of parties whose aim is to reduce risk and improve wellbeing and services for young people in Derby. This is delivered through interventions which are preventative and/or diversionary for those at risk of anti-social behaviour and crime in homes and estates that they manage. Derby Homes works closely with Derby City Council and other partners to mitigate the impact of serious crime on its estates.
- 11.0 Wider community and neighbourhood management:**
- 11.1** Derby Homes work to the latest national standards and any future regulatory frameworks that may apply, in order to demonstrate to the wider community our commitment to do everything reasonably possible to tackle anti-social behaviour and deliver a high-quality service.
- 11.2** The ways in which residents can report anti-social behaviour to us are outlined on our website. Non council tenants and owner occupiers are able to access this information and report anti-social behaviour. Derby Homes will take action against residents who are not tenants when necessary.
- 12.0 Working in partnership:**
- 12.1** Partnership working is vital if we are to minimise anti-social behaviour and tackle it when it does occur. The aim is to: "Prevent and reduce harm caused to communities and individuals in Derby by anti-social behaviour through engaging people and partnership working. "We work with a wide range of

partners to tackle ASB the list is not exhaustive however some key partners are listed below.

- Derby City Councils - Public Protection Team, Community Safety Partnership, Neighbourhood Management Teams and Environmental Protection
- Derbyshire Police
- Probation services
- Other Registered Housing Providers
- Drug & Alcohol Services
- NHS
- Adult & Childrens Social services
- Community Mental Health services
- Disability Direct
- Youth Diversionary Providers as appropriate

Derby Homes also works in compliance with the **Safer Derbyshire Partnership** (SDP), in its key areas of ASB work. Derby Homes follows the relevant guidance around Multi Agency Processes, the use of Acceptable Behaviour Contracts - (ABC's) and Community Protection Legislation (CPNW).

13.0 Equalities:

This policy meets the requirements set out by the Equalities Act 2010 and aims to prevent unlawful discrimination; we recognise that ASB can be disproportionately impact those people with protected characteristics. We are committed to fairness and in making sure that everyone has the same opportunities to achieve the same or similar outcomes and we will take additional steps in the application of this policy and make reasonable adjustments to ensure compliance with the Act. Please see our Equalities Policy for more information.

14.0 Protection of staff:

We will take firm action if staff are threatened or abused, including legal action which can result in an injunction, demotion of a tenancy, or even possession proceedings. This will also be addressed through various means using our Violence and Aggression & Pose Risk to Staff Policy & Procedures.

15.0 Staff training:

Tackling anti-social behaviour effectively requires our staff to be knowledgeable and well trained. We will make sure that all staff dealing with anti-social behaviour clearly understand their roles and responsibilities. Most ASB staff are trained to BTEC Level 5 In Anti – Social Behaviour Case Management.

16.0 Confidentiality and Data Protection:

We respect the rights of our customers to confidentiality and will always request their permission before sharing any information they give us with others.

16.1 We will comply fully with the requirements of any new or existing relevant legislation. DH will share information with our partners in accordance with relevant legislation such as General Data Protection Regulations 2018, Data Protection Act 2000 and the Crime and Disorder Act 1998, to help protect vulnerable victims and detect, prevent and take coordinated action against crime and ASB.

17.0 Closing ASB cases:

17.1 We will close cases where:

There is insufficient evidence for action to be taken, often this will apply in cases where neighbours do not get along and they make counter allegations against each other and neither party can adequately evidence that the other is to blame. This is a fairly common issue and is experienced across Derby Homes Stock. The situation has been resolved and the complainant is in agreement with case closure the impact of the anti-social behaviour has significantly reduced.

17.2 We will not assume that a situation has improved if we have not heard from the complainant in a while. We will attempt to contact the complainant before closing the case. Only after several failed attempts have been made to make contact will we close the case under the grounds of 'no contact'.

17.3 In certain circumstances, we will close cases even if the complainant does not want us to. However, this will only happen after discussion with the complainant and the reasons for doing this have been fully explained, and we are satisfied that we have done everything we can that is reasonable and proportionate to resolve the complaint. We will record the reasons for closing cases and advise people about what they can do next.

17.4 If the complainant fails to respond to our request for information, we will close the case and advise the complainant of this.

18.0 Performance monitoring:

18.1 Anti-social behaviour cases are routinely and randomly audited by the ASB Manager and cases are checked routinely to ensure procedure compliance.

18.2 There are a number of performance management processes now in place to assist and monitor case work and performance. This is particularly focused around Risk Management and Action Planning for ASB cases with complainants.

18.3 Performance data is benchmarked and reviewed quarterly through Housemark, to ensure we understand how well we are doing when compared

to other similar organisations, and to learn from those that are performing well.

19.0 Complaints, comments and compliments:

19.1 We are always keen to learn what our customers think about the service we provide. We will use the feedback we receive to help us identify areas for improvement. Comments, complaints or compliments can be made through our website.

20.0 Publicising success:

Publicity is essential if local communities are to support us when tackling anti-social behaviour. Therefore, we will publicise successful results of both legal and non-legal actions that we have secured through our partnership working in Derby Homes News, the local media and other publicity outlets. Our website will also be regularly updated with cases where action has been taken to tackle and resolve anti-social behaviour.

21.0 Ownership Monitoring and review of the policy:

21.1 The ASB Policy is owned by the Director of Housing. We will consult with customers, staff and internal and external partners in the periodic review of this policy currently every three years, or where there is a significant change to legislation whichever is the sooner.