



Summary of Policy for Dealing with Anti-Social Behaviour

Section 12 of the Anti-Social Behaviour Act 2003 introduced Section 218A of the Housing Act 1996 which requires all social landlords to publish a Statement of Policy for dealing with Anti Social Behaviour (ASB). This Statement of Policy demonstrates our duty as landlord to assist in providing safe and stable environments for our residents. It also shows our commitment to tackling ASB through a multi-agency approach that prevents and provides solutions to the causes and effects of ASB. The full Policy is available upon request in a variety of different formats including Braille, large print and in a language as requested. [It is also published on the Wales & West website.](#)

Wales & West Housing (WWH) recognises the negative and detrimental impact that ASB can have on people's lives, and we intend to provide a clear message that ASB will not be tolerated. WWH has specific tenancy terms in place for all residents in relation to ASB. Residents are responsible under the terms of their tenancy agreement for their own behaviour and of the behaviour of all members of the household, including children, pets, lodgers and visitors. Terms of Tenancy are clearly explained and discussed when signing for a tenancy.

WWH responds to all reports of ASB. However, there are a number of things that you can do before contacting us. Very often the best way of resolving a problem is for the people involved to sort it out themselves. People don't always realise that their behaviour is annoying to other people. We support this approach and offer advice on how to approach the person causing the problem. Any criminal behaviour should first be reported to the police and then to WWH.

Reports to WWH about ASB can be made by phone, in person, by letter, email or through a representative. We will accept anonymous reports, however this type of report not allow us the opportunity to respond. All reports will be treated confidentially. Translation services or an interpreter will be provided if required.

If you want to make a report about ASB please call 0800 052 2526. Further contact details can be found by visiting the Wales & West Housing website:
<https://www.wwha.co.uk/en/contact/>

This policy will be regularly reviewed and was last reviewed in March 2022.