



Kennett Community Land Trust

Anti-social Behaviour (ASB) And Hate Incidents Policy

Kennett Community Land Trust is a Community Benefit Society registered with the FCA under number 7443, registered office 66 Station Road, Kennett, Newmarket CB8 7QF

1. Policy Statement

At Kennett 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 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 Agreement.

2. Introduction

The Antisocial Behaviour, Crime and Policing Act 2014 provides law enforcement and local authorities with enhanced powers to address antisocial behavior, aiming to protect victims and communities more effectively. Anti-social behaviour (ASB) is any behaviour that makes someone feel harassed, alarmed or distressed or causes a housing-related problem or annoyance.

3. What are your obligations as a tenant?

Kennett CLT Tenancy Agreement clearly explains what our tenants can and cannot do when living in our properties. Tenants 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.

4. 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 people under 18 according to our safeguarding children's and young person policy.

5. What actions are considered as anti-social behaviour?

The following list tells you what you're not allowed to do if you live in a Kennett 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.

6. Partnership working

We will work with partners including the Police, Social Services support providers, and Community Mental Health Teams as well as local voluntary groups if these situations arise. 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.

7. How can Kennett 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.

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 with Cambridgeshire Police 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.

8. How long will it take to investigate

- Personal – one working day. 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

9. 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 in conjunction with ECDC Noise Control.
- 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.

10. Domestic abuse

This is a criminal offence, and you need to report this to the Police immediately, you must also let them know if you are concerned about your safety, or that of others.

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.

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

- Women can call the National Domestic Violence Helpline on 0808 2000 247
- Men can call the Men's Advice Line on 0808 801 0237 for further advice and assistance.

11. What is a hate crime or incident?

A hate crime incident is an offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

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

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 abuse but if the victim feels threatened or is caused distress, this could become a hate crime.

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.

12. Monitoring our service

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.

13. Equality, Diversity and Inclusion

KCLT is committed to promoting equality, diversity, and inclusion in all aspects of its work. We believe that embracing diversity strengthens our community, enhances our services, and reflects our core values of respect, fairness, and integrity.

We aim to create an environment where everyone feels valued, respected, and empowered—regardless of their background, identity, or circumstances.

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

14. 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.

15. Review and Monitoring

- We collect 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.
- This policy will be reviewed every two years or following legislative changes

16. Related Policies and documents

- Tenancy Agreement / Shared Ownership Lease
- Safeguarding Policy
- Whistle Blowing Policy
- Vulnerability Risk Assessment
- Privacy Policy
- Equality, Diversity and Inclusion Policy
- Customer Feedback and Complaints Policy

17. Policy Review Record

Version Number	Status	Revision Date	Summary of Changes
Version 01	Approved	September 2025	New Policy