



Penny Royal Almshouses

Registered Charity no. 240660

Old Windsor United Charities

Anti-Social Behaviour Policy

Definition of Anti-Social Behaviour

Anti-social behaviour is defined as (under Section 2, Anti-social Behaviour, Crime and Policing Act 2014):

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

Policy Details and Process

The trustees of Old Windsor United Charities take anti-social behaviour extremely seriously. Anti-social behaviour covers any kind of nuisance, unreasonable behaviour or harassment. See Appendix A for definitions.

The trustees of Old Windsor United Charities will not tolerate anti-social behaviour that affects the quality of life of a resident or the management of the charity for the benefit of all its residents.

The Old Windsor United Charities will respond to anti-social behaviour quickly and effectively, and will try where possible to resolve such situations at the earliest opportunity. The Old Windsor United Charities will aim to deal with anti-social behaviour in a consistent, sensitive and objective manner.

Residents are encouraged to report to the trustees any behaviour considered by them to be anti-social by any person. The trustees will investigate such reports (in confidence when this is appropriate).

The residents of Old Windsor United Charities are required, as per their Letter of Appointment, to occupy the property quietly and with thought for other residents and/or neighbours. Visitors should be made aware of this condition of occupancy.

If a resident wishes to report anti-social behaviour they should contact the Clerk to the Trustees at Penny Royal Almshouses, 36A Crimp Hill Road, Old Windsor, SL4 2QY or at clerk.owuc@gmail.com who will forward in the details to the trustees.

Should mediation be appropriate, the trustees may wish to refer the matter to an independent, external mediation service. This will enable an impartial person to view the matter from an unbiased perspective in order to help find a resolution to the problem.

If the matter cannot be resolved by mediation the trustees will not hesitate to act on behalf of a resident affected by anti-social behaviour. If this is caused by another resident in contravention of the Letter of Appointment, the charity will follow its internal procedures. After a due process of verbal and written warnings the resident's appointment to the almshouse may be set aside.

In the case of anti-social behaviour by visitors or neighbours, the trustees may seek a civil injunction or a Community Protection Notice (CPN).

Wherever possible Old Windsor United Charities, will try to resolve disputes informally and help the people involved to resolve their differences.

Upon receiving a report of anti-social behaviour, trustees will decide whether appropriate to:

- Resolve the matter within the charity
- Refer the matter for external mediation
- Seek a civil injunction or a Community Protection Notice (CPN).

If trustees conclude anti-social behaviour has been committed by a resident they will:

- Consider setting aside the appointment in accordance with the resident's Letter of Appointment.
- If necessary refer the matter to other agencies to resolve the problem, e.g. criminal proceedings by the police.

This policy has been approved for issue by the trustees of Old Windsor United Charities

Signature:.....

Name:.....

Date:.....

Reviewed 29th January 2025

Appendix to Anti-social Behaviour (ASB) Policy

Definitions

Harassment

Any behaviour that intimidates, dominates or harms an individual or a family or group of individuals. The actions can be either physical or verbal. Harassment differs from nuisance and ASB in that it is targeted against particular individuals, households or group of people. For example:

- Abusive or insulting behaviour – written or verbal
- Violence and threats of violence
- Vandalism
- Repeated or unfounded complaints against another tenant, family or group
- Abusive telephone calls. Uninvited visits to someone's home
- Placing rubbish, excrement or offensive materials near or in a victim's home.

Hate incident/crime

Any kind of behaviour that causes fear, alarm or distress where the victim or any other person feels that they have been targeted because of their racial heritage, religion or beliefs, disability, gender identity or sexual orientation. If a criminal offence has been committed a hate incident becomes a hate crime.

Nuisance

Is more likely (but not always) to affect more than one individual or household. Nuisance also covers behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community. For example:

- Noise nuisance including parties
- Intimidating behaviour from groups of people
- Car repairs and abandoned vehicles
- Drug and alcohol related incidents
- Rubbish dumping
- Using premises for commercial gain or outworking
- Nuisance caused by pets and other animals.