



Anti-Social Behaviour Policy

On receipt of an anti-social behaviour complaint the Mansion Property Management Ltd (MPM) will implement their Anti-Social Behaviour Policy.

1. MPM will investigate the nature of the complaint and its accuracy. Where possible we will identify the basis of the complaint and its implication in relation to the property and the tenants. If the complaint is considered reasonable and not false or malicious the complaint will be recorded.
2. Dependent on the nature of the complaint the tenant(s) will be contacted as soon as possible via email, or in person. If the matter relates to criminal behaviour the relevant body will be contacted and informed of the incident.
3. Upon receipt of the notification the tenant(s) will have 7 days to acknowledge the complaint and respond to us accordingly. Representation will be accepted by email. MPM will also accept representation from suitable parties if the tenant is unable to represent themselves.
4. On receipt of representation MPM will consider potential solutions to the problem:
 - If the tenant accepts the issue occurred and will ensure that no further issues will arise then the matter may be closed, and the incidence recorded on file. No further action will be undertaken unless the matter resumes and then the escalated procedure will be observed.
 - If the nature of the anti-social behaviour is sufficiently serious the relevant authorities will be contacted. This may include the Police, Council and Universities (if the tenants are students).
 - In addition, the landlord will reserve the right to terminate the contract under section 8 of the Housing Act 1988 & 1996 if required.
 - MPM may decide not renew tenancies for tenants who have breached the level of social behaviour required by a tenant.
5. If MPM decide that the complaint is not reasonable or that it is believed to be false:
 - MPM will send a letter to the complainant, which sets out the reasons for not upholding the complaint and give the complainant the opportunity to make representations and/or submit further evidence to support their complaint.
 - MPM will justify and explain our reasons for not upholding a complaint by email. This email will be held on record for the duration of the tenancy and will be used as evidence to justify our actions.
6. MPM will escalate persistent breaches of anti-social behaviour and document our actions. The complainant will be contacted and advised of any steps that are being undertaken and provided with documentation advising them of the implications of their actions. In particular the breach of the tenancy terms will be enforced with a section 8 notice and combined with possible sanctions from related parties. This may include intervention from a representative of the Universities who have sanctions which may be used under their Code of Discipline.





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7. With non-student tenants MPM will consider termination of tenancy within the most expeditious method available within the law. We will also advise tenants that these actions may affect their ability to gain a tenancy within the future.
8. As the case proceeds the complainant and relevant parties will be advised of the progression of the case and the steps undertaken by us to resolve the matter. This process will continue until the behaviour ceases or the tenancy is terminated.
9. MPM will at all times work within the framework of the law and will cooperate with any relevant authorities that have a genuine interest in the case until resolution; including the Council, Police, Universities (if the tenants are students) and neighbours.
10. Any future tenants will be advised of potential issues to prevent a reoccurrence of the issues that have presented before, within the scope of the Data Protection Act.

