

Neighbourhood, community, and anti-social behaviour policy – version 1

Date approved for use: 1st April 2025

Scope

- 1.1 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Group company information**.
- 1.2 You can find the documents, forms and other policies mentioned in this policy on the Hub (Dimensions intranet).
- 1.3 To go straight to the policy content click on the hyperlink section title below or go to the page:

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Policy statement

- 2.1 The Regulator of Social Housing's [Neighbourhood and Community Standard](#) requires that:

- *Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.*
- *Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.*
- *Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.*
- *Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.*

2.2 This policy is concerned with setting out how Dimensions will:

- maintain and improve the neighbourhoods and communal areas associated with its homes
- identify and publish the role we can play within the areas where it has properties
- co-operate with local partnership arrangements and strategic housing functions of local authorities where we can assist them in achieving their objectives.

2.3 Our approach to anti-social behaviour, hate crimes, and domestic violence is also addressed in this policy. Please also see our **Safeguarding policy**, as Dimensions' tenant group safeguarding issues and support planning generally will need to be considered hand in hand with any issues of problematic behaviour.

2.4 We believe that everyone has the right to feel safe in their own homes and neighbourhoods. We will actively address any incidents of anti-social behaviour (ASB) or harassment committed by or against other tenants, visitors, colleagues, neighbours, agents or contractors that occur at any of our services.

The impact of not implementing this policy

3.1 The content of this policy statement responds directly to the Regulator of Social Housing's **Neighbourhood and Community Standard**. Failure to implement and adhere to its requirements could diminish the quality of Dimensions' homes and services, cause harm to a victim's emotional and

psychological well-being, cause difficulty for neighbours and/or colleagues, as well as risking reputational damage. This failure could also cause the Regulator of Social Housing to take action against Dimensions.

3.2 Not adhering to this policy may impact our other regulators, which may include:

- the relevant local authority (LA)
- in England, the Care Quality Commission (CQC)
- in Wales, the Care Inspectorate Wales (CIW)
- the Charity Commission (CC)
- Health and Safety Executive (HSE)
- the Information Commissioner's Office (ICO)

Policy content

Maintaining and improving the neighbourhoods and communal areas associated with Dimensions' homes

- 4.1 Connecting people we support to their neighbourhoods is core to [Dimensions' Mission and Values](#) so we will take all necessary action to encourage and foster wider community engagement.
- 4.2 A tenant's home, its communal areas (in shared living), and the immediate neighbourhood represents part of the 'community'. It is therefore of the utmost importance that these areas are well maintained, comfortable and designed and decorated in accordance with tenants' wishes, as far as is possible. This aligns to Dimensions' ongoing belief in the personalisation of environments to promote wellbeing.
- 4.3 Tenants are given the opportunity to discuss the communal areas as part of Dimensions' Tenants' Forums, which are held in person three times a year, with six online meetings. Tenants will also be consulted about the quality of their home and its communal parts through the visits of Regional Housing Advisers (RHAs), at least annually. See our **Tenant involvement and empowerment policy**. The Tenant Scrutiny Panel may also choose to scrutinise any of the issues covered in this policy.
- 4.4 Regional Asset Management Panels will request information from colleagues who work in Operations, seeking information about homes that need further adaptation or investment to heighten the level of comfort or suitability.

- 4.5 Further, Housing Quality Checkers, employed by Dimensions as experts by experience, will assess the quality of communal areas and consult with tenants as to their satisfaction during their visits to Dimensions' homes.
- 4.6 Where tenants pay a service charge to cover the cost of maintaining communal spaces, they will be consulted on decisions as to décor and choice of items – for example, furniture.
- 4.7 Tenants will be consulted upon their aspirations for the appearance and use of communal spaces, including quiet time and space for recreational activities.
- 4.8 Where contractors or local service providers are employed to deliver service-chargeable works (for example, gardening or cleaning), tenants will be consulted on the quality and choice available. In this way tenants can be involved in driving value for money in services.
- 4.9 Where shared use of spaces can lead to incompatibility arising from complex support needs or dispute, a register of issues is kept and creativity, including mediation, negotiation and (in some cases) alternative accommodation, used to resolve them. In cases of anti-social behaviour, Dimensions' **Anti-social behaviour and hate crimes procedure** applies.
- 4.10 **Shared internal communal areas**
In homes where there are shared internal communal areas, Dimensions in some cases will be responsible for the cleaning of these areas. In-house teams and contractors will carry out communal cleaning, to a standard specification that details what tasks are required to keep the area clean. In some buildings, cleaning is carried out according to an enhanced specification where it has been identified that additional work is required, such as deep cleans of communal areas. This service is paid for through the tenant's service charge, where applicable. See our **Service charge setting policy**.
- 4.11 **Window cleaning**
In some homes, we provide a window cleaning service for the communal windows that is paid for through tenants' service charge. The frequency of this service varies by home and area.
- 4.12 **Grounds maintenance**
In homes where there is shared external land such as lawns, pathways and hard standings, we will maintain these areas through a grounds maintenance service. In some areas external contractors will provide this service. This service is paid for through tenant's service charge, where applicable. The specification and

frequency of this service will vary by area and can be changed by request and consultation; we will provide this information to tenants at yearly rent meetings. Tenants will be responsible for maintaining any external space allocated to them or within the boundary of their home such as gardens, driveways etc.

It is also tenants' responsibility to make sure that all areas including communal areas (internal and external) are always left clean and free from any obstructions that may cause harm to themselves or other tenants and visitors. See the **Accident and incident policy** and the **Fire Safety policy**.

Tenants must ensure that rubbish is disposed of in the appropriate manner using the facilities provided with their home. Arrangements for the removal of bulky items vary by local authority area and any associated costs are the responsibility of the tenants.

- 4.13 Tenants must work with us to address issues identified and allow us to monitor progress by allowing reasonable access.

Identifying and publishing the roles that Dimensions can play within the areas that it has properties

- 5.1 We are committed to fulfilling our role in supporting communities and neighbourhoods where we can have an influence.

We provide homes for people with a learning disability and autistic people and play an important role in connecting people to their neighbourhood and community in a positive way through their support plans and on-site teams.

- 5.2 Sadly, some Dimensions tenants, due to their support needs, may be more at risk than others to incidents of hate crime, bullying and/or harassment. Support colleagues and Regional Housing Advisers have a critical role to play in supporting tenants needs to be understood. Colleagues will support tenants to fully participate in their community, advocating on behalf of tenants and taking all necessary steps to build good community relations, while protecting Tenants from hate crime and harassment. In circumstances where a tenant is a perpetrator, we will provide support according to Tenants support plan, work with external care and support agencies and/or find alternative solutions.
- 5.3 Dimensions' **Anti-social behaviour and hate crimes procedure** discusses our approach and commitments in depth.

Co-operating with local partnership arrangements, including strategic housing functions of local authorities where Dimensions can assist in achieving objectives

- 6.1 Dimensions takes its role as a partner in local government seriously and takes every opportunity to support local authorities in fulfilling their duties.
- 6.2 Dimensions' core business of supporting people to live in their communities means that we are dependent upon strong partnership arrangements as the people we support and, therefore, our tenants predominantly come to Dimensions through referral panels.
- 6.3 Dimensions' Housing Brokers help identify accommodation for people that Dimensions will (or, in some cases, already do) support to support the local strategic housing function. Where brokers are successful, housing applicants are successfully rehoused, and existing tenants are transferred to other suitable accommodation.
- 6.4 Dimensions' related **Tenancy management policy**, is clear on the need to sustain tenancies, avoid homelessness and make appropriate adaptation to ensure that homes are suitable for our tenants through the duration of their tenancy.
- 6.5 Dimensions' **Referrals, allocations and new support policy** has specific regard to the allocations policies of the local authority areas in which Dimensions works.
- 6.6 Dimensions is committed to working in partnership with other local stakeholders to develop and recycle housing assets. These partnerships will be with other providers of social housing, private investors, and local authorities.

Dimensions will use its resources to develop and refurbish accommodation in line with local plans and housing strategies, consulting with local authorities and NHS Trusts on their aims.
- 6.7 In matters of anti-social behaviour, crime and sub-criminal behaviour, Dimensions will work with Crime and Disorder Reduction Partnerships to reduce disorder and support community safety.
- 6.8 Our Regional Housing Advisors will build professional relationships with tenants and partners within our homes and neighbourhoods.

- 6.9 Dimensions will work with local partners, to improve the appearance of our neighbourhoods and build positive relationships with neighbours and partners to promote social, environmental and economic wellbeing. We recognise that effective partnerships are key to the delivery of sustainable communities and neighbourhoods and that no one organisation can or should try to deliver it alone.
- 6.10 We will promote and carry out regular home inspections (minimum one visit per year) and work in partnership with tenants and partners to identify and resolve neighbourhood issues. We will work closely with tenants to improve our neighbourhoods and ensure the views of our tenants are represented and help us deliver what really matters.
- 6.11 Regional Housing Advisors will work with tenants and partners to deliver improvements, where possible, and ensure that tenants know what progress has been made by providing regular updates.
- 6.12 We will consult with tenants on the services we offer and share how we are performing in relation to what we offer. We will consult with tenants in developing and reviewing our tenant facing policies.

Pest control

- 7.1 The primary responsibility for the cost of dealing with pest infestations lies with Tenants. Dimensions will treat pests that could lead to a statutory nuisance (where an infestation is harmful to your health) and where the local authority is unable to assist, generally this relates to rats, mice, cockroaches or any other infestation. However, costs will be recharged except for any aspect that is a building maintenance requirement (for example, cracks in walls allowing ingress).
- 7.2 Tenants have a responsibility to report any pest issue to us unless they can deal with the issue themselves. Tenants have a responsibility to prevent pests in their home wherever possible and we will work with tenants to advise on conditions that may need to improve to avoid infestations.
- 7.3 Pests in communal areas will be our responsibility as landlord and will be charged to Tenants as part of a service charge. Where tenants are identified to be contributing to an infestation in a communal space, we will work with you to address the issue, where this fails, we may seek a legal remedy. See our policies:
- **Infection prevention and control policy**

- **Pets policy**
- **Tenancy management policy.**

Hoarding

8.1 Hoarding is the persistent difficulty discarding or parting with possessions, regardless of their actual value. In severe cases it can be diagnosed as a mental health disorder. The behaviour usually has harmful or negative effects impacting emotional, physical, social, and financial wellbeing, and can have legal implications for a hoarder, and their family/household members, including breach of tenancy.

According to NHS England, hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms.
- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter, and their relationship suffers.

8.2 Hoarding disorders or tendencies can be difficult to treat/address, because many people who hoard frequently do not see it as a problem or have little awareness of how it is affecting their life or the lives of others.

8.3 Dimensions will approach hoarding in a supportive manner, while also being clear of the need to address any health and safety risks. It is important to encourage a person who is hoarding to seek help, as their difficulties discarding objects can not only cause loneliness and mental health problems but also pose a health and safety risk, potentially including risks associated with fire, trips and falls, hygiene, damp and mould. See the **Safeguarding Policy** and the **Fire Safety policy**.

Anti-social behaviour (ASB)

9.1 The Anti-Social Behaviour Crime and Policing Act 2014 expanded on previous legislation to define ASB as:

- “Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.”
- “Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises.”

- “Conduct capable of causing housing-related nuisance or annoyance to any person.”

9.2 Each tenant has the right to quiet enjoyment of their home, alongside the right to enjoy their neighbourhood/local area, and this right must be respected and protected.

Any reported incident of ASB will be logged when received and passed the Regional Housing Advisor (RHA). The RHA will assess its seriousness and provide an acknowledgment within 5 working days of the incident report, or sooner if required.

If further action is needed, the incident will be assigned to a new or existing case of ASB, to be managed proactively. The RHA will investigate and provide a fuller response within 10 working days of the incident report. A proposed action plan will be provided as part of this response or as soon as it can be provided following investigations. As long as the case remains open, the RHA will ensure communication is maintained at intervals of not more than 10 working days.

9.3 We will, whenever possible, encourage tenants to accept responsibility, and to seek ways to resolve disputes themselves, either informally through agreement, or mediation. We will take all reasonable steps to deal sensitively and constructively with unintentional nuisance, resulting from physical disabilities, psychological ill health, or any other disability, or by shortcomings in the physical design of schemes, for example, poor sound insulation (please refer to the ASB procedures for further guidance).

9.4 We will endeavour to take a preventative approach with a view to minimising opportunities for the occurrence of ASB.

9.5 We work with other agencies as and when required, to address incidents of ASB or harassment within our properties, or wider area/neighbourhood.

9.6 We will put victims at the heart of our response to anti-social behaviour, as they will be our primary concern. We will consider suitable support needs and circumstances of the alleged perpetrator supported by Dimensions.

We will also make use of Acceptable Behaviour Contracts and other written agreements where appropriate. In severe cases, we may pursue legal action where required, including both civil injunctions and tenancy enforcement and possession action.

Hate crime and hate incidents

- 10.1 Hate behaviour (which includes both hate incidents and hate crime) can take many different forms and can be directed to an individual or to property. This includes verbal abuse, damage to property, threats, and acts of violence.
- 10.2 Hate behaviour is any act or behaviour which is seen by the victim or any other person to be motivated by a hostility or prejudice based on:
- a person's race or perceived race, or any racial group or ethnic background including countries within the UK and Romani and Traveller groups
 - a person's religion or perceived religion, or any religious group including those who have no faith
 - a person's sexual orientation or perceived sexual orientation, or any person's sexual orientation
 - a person's disability or perceived disability, or any disability including physical disability, learning disability and mental health or developmental disorders,
 - a person who is transgender or perceived to be transgender, including people who are transsexual, transgender, cross dressers and those who hold a Gender Recognition Certificate under the Gender Recognition Act 2004.

Under 11.3 the Equality Act 2010, there are 9 protected characteristics which are:

- Age
- Disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

Not all of these characteristics are legally covered under the definition of hate behaviour (for example, sex).

Please see Dimensions' [Equalities statement](#), and the **Equalities, diversity and inclusion policy**, for more details.

- 10.3 We acknowledge that hate behaviour causes upset, stress and worry to individuals, families and the community.
- 10.4 We will work to ensure sustainability of communities by dealing with such behaviour quickly and effectively. We are committed to collaborating with all partners to prevent hate behaviour and provide all victims with an appropriate and sensitive response. We will build effective links with partner agencies to help with the prevention of hate behaviour.
- 10.5 We will ensure we have effective resources to deal with perpetrators and will use all available powers to deal effectively with perpetrators of Hate Crime. We will thoroughly investigate every hate incident and hate crime that is reported to us. We will adhere to the same timescales, recording and communication processes for hate incidents as we do for other incidents of anti-social behaviour.
- 10.6 The health, safety and wellbeing of our colleagues and the people we support is very important to us. We value and respect the differences of our colleagues and people we support, and strive to adhere to our values, respect, ambition, partnership, integrity and courage.

To ensure all colleagues and people we support can thrive, people should be valued for who they are, treated with dignity and respect and free from any form of bullying, harassment or discriminatory behaviour. This extends to our families, commissioners, other professionals, contractors and suppliers and our expectations of them is the same.

To support this, we have a zero-tolerance approach. This means:

- we will not tolerate any form of bullying, harassment or discrimination
- we will encourage all colleagues to speak up if they experience or witness
- we will treat all allegations seriously and no-one will be treated unfairly for doing this
- we will take appropriate and timely action to deal with this
- we will learn from our experiences to help improve.

Domestic abuse

- 11.1 This policy applies to all tenants who reside in properties owned or managed by Dimensions.
- 11.3 Domestic abuse is a breach of tenancy or lease, and where the victim-survivor agrees, we will take action.
- 11.4 Domestic abuse is:
- any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between people aged 16 years or over, and
 - who are, or have been, connected to each other such as, married, in a civil partnership, in an intimate relationship, or relatives.
- 11.5 Dimensions recognises that anyone can be affected by domestic abuse either directly or indirectly and that abuse can start at any time regardless of social group, protected characteristic, or lifestyle
- 11.6 Men and women can both be victims of domestic abuse though significantly more women report than men. Domestic abuse can also occur in same sex relationships. Domestic abuse includes psychological, physical, sexual, economic, and emotional abuse, as well as so-called ‘honour’ based violence, female genital mutilation (FGM), and forced marriage.
- 11.7 Controlling behaviour is a range of acts which make a person subordinate and/or dependent. This involves isolating the victim from sources of support, exploiting their resources and capacities for personal gain, depriving them of independence, resistance and escape and regulating their everyday behaviour.
- 11.8 Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that harms, punishes, or frightens the victim.
- 11.9 Economic abuse is any behaviour that has a substantial adverse effect on another person’s ability to acquire, use or maintain money or other property, or obtain goods or services.
- 11.10 We will not tolerate domestic abuse, and we will take firm action against those responsible. Many victim-survivors of domestic abuse do not tell others about the abuse for many years.
- 11.11 So when they ask for help, we will always:

- make it easy for a victim-survivor to report any incident to us, such as enabling reporting online or through social media
- train our colleagues to spot signs of domestic abuse, to provide guidance and support to victim-survivors
- treat all reports as a priority and **respond within one working day**
- provide accurate, helpful and supportive advice
- consider any physical works to property, such as door repairs replacements or lock changes, that may be needed as an emergency repair in some cases
- be understanding and sensitive
- consider any disabilities, medication or cultural issues
- treat reports confidentially (but if we are concerned, they or anyone else is at risk of serious harm we will report the concern to the police or safeguarding team)
- work with other agencies such as specialist support services and the police to make sure our tenants are safe
- respect the wishes of the victim-survivor, unless this puts them or anyone else at serious risk of harm
- take action against the alleged perpetrator, if they are our tenant, to make sure they are accountable for what they have done.

Please also see our **Safeguarding policy**.

Relevant legislation, guidance and related policies and templates

This policy and related procedures consider the following legal requirements and regulatory codes, standards, and guidance:

Legislation

- 12.1 Data Protection Act 2018
- 12.2 General Data protection regulations (UK-GDPR)
- 12.3 The Equality Act 2010
- 12.4 [Regulator of Social Housing – Neighbourhood and Community Standard](#)

- 12.5 Housing Act - 1985, 1996, 2004
- 12.6 Environmental Protection Act 1990
- 12.7 Protection from Harassment Act 1997
- 12.8 Crime and Disorder Act 1998
- 12.9 Anti-social Behaviour Act 2003
- 12.10 Anti-social Behaviour – Crime and Policing Act 2014
- 12.11 Housing (Wales) Act 2014
- 12.12 Renting Homes Wales Act 2016 and 2019

Guidance

- 13.1 <https://www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour>
- 13.2 <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- 13.4 <https://asbhelp.co.uk/>
- 13.6 <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>
- 13.7 <https://safelives.org.uk/about-domestic-abuse/domestic-abuse-response-in-the-uk/what-is-a-marac/>
- 13.8 Table below for response to any anti-social behaviour is an indicative guide and each case will be responded to, upon its severity of causing harm to others and the perpetrator.

Description	Initial Response timescales
Severe ASB, hate crime, severe threats, intimidation or harassment, domestic abuse	One working day or 24 hours
Moderate ASB, non-crime hate incidents, drug related activity, noise nuisance	5 working days

Group policies

- 14.1 Building maintenance
- 14.2 Referrals, allocations and new support
- 14.3 Equality, diversity and inclusion

- 14.4 Safeguarding
- 14.5 Concerns, complaints and compliments
- 14.6 Behaviours of distress
- 14.7 Tenant involvement and empowerment
- 14.8 Service charge setting
- 14.9 Fire safety (and/or other Health and Safety policies)
- 14.10 Infection prevention and control
- 14.11 Accident and incident
- 14.12 Pets

Related procedures, decision flowcharts, forms

- 15.1 Anti-social behaviour and hate crimes procedure (plus others to be added when written)

Equality statement

- 16.1 Dimensions is committed to adhering to the Equality Act 2010 and the Public Sector Equality Duty. We aim to achieve this by promoting equality, respecting diversity and ensuring inclusion, eliminating unlawful discrimination for our colleagues and the people we support. Please see our **Equality, diversity and inclusion policy**.
- 16.2 We adhere to the Equality Act 2010 by promoting equality, diversity, and human rights by treating all people we support and employ fairly and equitably whatever their protected characteristic:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation

- 16.3 At Dimensions we will not tolerate any forms of abuse or discriminatory behaviour towards our colleagues, people we support, family members or people we work with. We will always act and will not be by-standers.
- 16.4 The equality impact analysis (EIA) is available on request by emailing the Head of Equality, Diversity and Inclusion.

Data protection statement

- 17.1 This policy involves handling personal data. So, when you carry out any procedures this policy describes, you should also think about what our **Data handling and protection policy** says.
- 17.2 Our **Data handling and protection policy** is our promise to handle personal data correctly under the Data Protection Act 2018 and the General Data Protection Regulation (UK-GDPR). It tells you how to keep that promise. It balances everyone’s rights to data privacy with the work we do.
- 17.3 For information on how we handle personal and sensitive data, please see our privacy notices.

Review

- 18.1 We will review this policy three years from its original publication. But if changes in legislation, regulation or best practice mean we need to, we will review sooner.
- 18.2 If the changes are big, we will equality impact analyse (EIA) the policy again and send out to consultation in line with our **Policy development and consultation policy**.
- 18.3 For smaller changes, we will update this same version. We will record this in the Version control section below.

Glossary

- 19.1 An explanation of words and terms that appear in this policy or the related procedures.

Term	Definition
Tenant Scrutiny Panel	A group of trained volunteer tenants who review the services delivered by Dimensions Tenancy Services.

Term	Definition
Behaviours of distress	Is what would normally be considered physically aggressive behaviour, such as slapping, biting, spitting or hair pulling, but can also include other behaviours if they are having a negative impact on the person or their family.
Crime and Disorder Reduction Partnerships	A statutory duty on several responsible authorities such as Police to work in partnership. Their main aim is to reduce crime and disorder before it becomes a serious problem. The responsible authorities work together to protect their local communities from crime.
Statutory Nuisance	Usually for a nuisance to exist it would be unreasonably and substantially interfering with the use or enjoyment of your home or other premises.
Communal Areas	Is any area that is not within the boundary of the tenant's property. For example - corridors, balconies, stairways, landings, lobbies, meter cupboards, external gardens, bin stores, entrances to buildings, garages, and parking areas.
Appointees	They are responsible for managing the vulnerable person's benefits, paying bills, and making financial decisions on their behalf. The appointee has a legal duty to act in the best interests of the person they are representing.
Power of Attorney	Gives the person the legal authority to deal with third parties such as banks or the local council. Some types of power of attorney also give the person the legal power to make a decision on behalf of someone else, such as where they should live or whether they should see a doctor.
Advocates	Advocates in social care are independent from the local authority and the NHS. They are trained to help you understand your rights, express your views and wishes, and help make sure your voice is heard.
Infestation	The presence of an unusually large number of insects or animals in a place, typically to cause damage or disease. For example, a house is full of cockroaches or other bugs, that's an infestation. One or two bugs doesn't count, an infestation means lots of bugs.

Term	Definition
Coercive	A person who uses controlling or coercive behaviour to abuse someone else (the victim)
Perpetrator	A person who carries out a harmful, illegal, or immoral act.

People and groups involved in writing and approving this policy

Policy owner:	Director of Housing
Policy Responsible Executive Lead:	Julia Ashley, Chief Housing and Communication Officer
Approval level:	Dimensions Board via Finance and Resources Committee (FRC)
People and groups consulted:	Mohamed Valli, Tenancy Services Manager Shami Choudhury, Regional Housing Advisor Kath Lisle, Regional Housing Advisor Housing Department Diversity Matters National Colleague Forum Policy Subgroup

Version control

Version number	Approved date:	Communication date:	Summary of changes
I	29 th January 2025 (FRC) 27 th March 2025 (Board)	1 st April 2025	New policy, updated to include hate crimes and domestic abuse, and incorporating former Housing policies: <ul style="list-style-type: none"> ● Neighbourhood and community standards policy ● Anti-social behaviour and harassment policy.

Next review due: March 2028