ANTI-SOCIAL BEHAVIOUR & HARASSMENT POLICY

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Information Classification	Public
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Owner - role	Director of Housing Services

Record of Updates/Changes			
Current Version	**Date Approved**	**Approved By**	**Changes**
v.2	October 2022	Management Committee	No changes
v.3	May 2026	Management Committee	Whole scale review and re-write

1. INTRODUCTION

Anti-social behaviour and harassment can impact on individuals, families and communities. Castlehill Housing Association (CHA) recognises the detrimental effects that can be caused by both low level and serious anti-social behaviour and harassment. This Policy sets out how CHA will manage its tenancies to minimise the impact and occurrence of anti-social behaviour.

We recognise that anti-social behaviour and harassment can be difficult issues to manage for our customers and CHA has a responsibility to prevent our customers from causing issues which could have serious consequences for households and lead to unsustainable tenancies, abandonment or eviction.

The definition of anti-social behaviour is set out in Section 143 of the Anti-Social Behaviour etc. (Scotland) Act 2004:

Acting in a manner that causes or is likely to cause alarm or distress; or

Pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household. "Conduct" includes speech and a course of conduct must involve conduct on at least two occasions.

Harassment is defined in the Protection from Harassment Act 1997 as:

Every individual has a right to be free from harassment and, accordingly, a person must not pursue a course of conduct which amounts to harassment of another and;

is intended to amount to harassment of that person; or

occurs in circumstances where it would appear to be a reasonable person that it would amount to harassment of that person

Conduct includes speech. Harassment of a person includes causing the person alarm or distress and a course of conduct must involve conduct on at least two occasions.

These definitions are replicated in CHA's Scottish Secure Tenancy Agreement.

2. POLICY AIM

This policy aims to ensure that CHA sets out how we will effectively manage any anti-social behaviour or harassment and bring anti-social behaviour to a satisfactory resolution for the parties involved.

It aims to comply with the Scottish Social Housing Charter and specifically Charter outcome 6 which covers Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes. The Charter states:

Social landlords, working in partnership with other agencies, help to ensure that: tenants and other customers live in well-maintained neighbourhoods where they feel safe.

In addition, the policy aims to:

- Resolve incidents of anti-social behaviour and harassment promptly, seeking to achieve early resolution without recourse to legal action wherever possible.
- Encourage individuals to take responsibility for resolving issues amicably, including the use of informal approaches such as direct communication, mediation, and Acceptable Behaviour Contracts where appropriate.
- Ensure accessible and inclusive reporting arrangements, enabling complaints of anti-social behaviour or harassment to be made through a variety of methods.
- Promote and maintain a safe living environment, ensuring that complainants and the wider community feel secure in their homes and neighbourhoods.
- Foster a culture of shared responsibility, where all tenants, residents, and communities, including children, families, and diverse groups, play an active role in recognising and addressing anti-social behaviour.
- Provide effective support to victims, both directly and through partnership working, ensuring they are kept informed of progress and outcomes.
- Respond to complaints in a timely and appropriate manner, in line with agreed service standards and target timescales for different categories of anti-social behaviour.
- Apply a proportionate and evidence-based approach to enforcement, taking action based on the nature, seriousness, frequency, and complexity of each case.
- Take robust and effective action against perpetrators in the most serious cases, including the use of appropriate enforcement and legal remedies where necessary.
- Work in partnership with statutory and voluntary agencies, strengthening the range of tools and resources available to prevent and address anti-social behaviour and harassment.

3. RELATED POLICIES/DOCUMENTS

This policy should be viewed in conjunction with the Scottish Secure Tenancy Agreement, Promoting Positive Outcomes, ASB Framework, Scottish Government and the following policies:

- Estate Management Policy
- Tenant Participation Strategy
- Equal Opportunities Policy
- Data Protection Policy
- SPSO Complaints Policy
- Health and Safety Policy
- Pet Policy

4. LEGAL FRAMEWORK

CHA has a duty to comply with the law relating to Health & Safety and including fire safety.

- Anti-Social Behaviour Etc. (Scotland) Act 2004
- Housing (Scotland) Act 2001
- Human Rights Act 1998
- Race Relations (Amendment) Act 2000
- Matrimonial Homes (Family Protection) (Scotland) Act 1981

- Protection from Harassment Act 1997 and the Equality Act 2010.

5. ROLES AND RESPONSIBILITIES

5.1 Role of the Management Committee

The Management Committee has responsibility for monitoring the performance of the anti-social behaviour service delivery by the Housing Services Department against the targets published in the internal management plan.

The Committee is also responsible for reviewing the policy.

The Committee meets quarterly to review performance reports. They will consider all cases pending legal action. Where legal action is recommended by the Housing Services Manager, committee approval must be granted before eviction action for recovery of possession is taken.

5.2 Role of the Housing Services Manager

The Housing Services Manager will bring cases which warrant legal action to the attention of the Management Committee. The Housing Services Manager takes a strategic overview of performance as well as delivering operational management of the anti-social behaviour service provided by the Housing Services Department.

5.3 Role of the Senior Housing Services Officer

The Senior Housing Services Officer is responsible for ensuring that cases are dealt with appropriately and proactively and that action has been undertaken in line with the published policy and procedures.

Where required the Senior Housing Services Officer will review all anti-social behaviour cases with the Housing Officers as part of their 1-2-1's.

5.4 Role of the Housing Officer

The Housing Officer will be responsible for the management of all the anti-social behaviour cases within their area and ensuring that new anti-social behaviour cases are managed proactively. Any action taken and/or contact with the complainant, alleged perpetrator or witnesses regarding the case must be recorded on the Housing Management System.

5.5 Role if the Housing Services Assistant

Housing Services Assistants are responsible for providing advice and guidance at the first point of contact.

5.6 Role of all scheme based and visiting staff

All CHA staff who are based on or visit our schemes are responsible for reporting instances of anti-social behaviour that they witness.

6. KEY PRINCIPLES

6.1 Prevention and Early Intervention

Our priority is to prevent anti-social behaviour from occurring or re-occurring through early intervention. Where we can, we aim to give good quality information and assistance to tenants taking a person-centred approach to take account of individual circumstances.

6.1.1 Definitions of Anti-social Behaviour and Harassment

There can be many types of Anti-Social Behaviour however the following list details those most prevalent in complaints received by CHA and the target for resolving each of the three categories.

NUISANCE	**SERIOUS**	**EXTREME**
Target For Resolution	**Target For Resolution**	**Target For Resolution**
30 days	**15 days**	**10 days**
Vandalism	Vandalism	Vandalism
	Music Noise i.e./ parties	
Household Noise Ie / domestic appliances -flooring - children	DIY out of Hours	
Vehicle Noise	Verbal Abuse	Physical Abuse
Pets	Racial Abuse	Threats of Violence
	Damage to Property	Racial Harassment – Hate Crime
Drugs abuse – in the property	Drugs – Growing, using Comings and goings, visitors,	Drugs Dealing - buzzing neighbours, noisy and disruptive visitors, vandalism, threatening abusive behaviour,
Fly tipping / Rubish	Escalate if Fire Risk	
Alcohol - Buzzing Neighbours Sickness in communal areas	Parties + Visitors	Regular complaints regarding alcohol abuse - buzzing neighbours, noisy and disruptive visitors, vandalism, threatening abusive behaviour,

Prostitution		
Behaviour of Children		
Hate related Anti-social behaviour		Homophobic abuse Biphobic abuse Transphobic abuse Religious abuse Religious hate incidents Faith-based harassment

6.1.2 pre-tenancy information

When an applicant becomes a tenant of CHA, their responsibilities to act as a good neighbour are clearly explained during the sign-up process, including a full review of the Scottish Secure Tenancy Agreement. CHA's role in investigating and addressing anti-social behaviour is also outlined. Tenants are signposted to information on our website for further guidance, and anti-social behaviour is revisited during the post-allocation visit shortly after the tenancy begins.

6.1.3 Scottish Secure Tenancy Agreement Obligations

The Scottish Secure Tenancy Agreement (SSTA) and Short Scottish Secure Tenancy Agreement (SSSTA) set out the responsibilities of both tenants and CHA in relation to anti-social behaviour. Tenants must not use, or allow their property to be used, for illegal or immoral purposes, and must not engage in or permit behaviour that causes nuisance, alarm or distress to others. This includes responsibility for the conduct of visitors.

Tenants are required to avoid behaviours such as excessive noise, property damage, misuse of communal areas, improper waste disposal, failure to control children or pets, and any form of harassment, abuse or unlawful activity, including those motivated by prejudice.

CHA will take appropriate action to address any breaches of the tenancy agreement, in line with Section 14 of the SSTA. Where complaints of nuisance, annoyance or harassment are received, CHA will investigate and take reasonable steps to prevent the behaviour from recurring. Tenants are made aware in the Scottish Secure tenancy agreement that they must not:

- make excessive noise
- allow visitors to be noisy or disruptive
- use the house for immoral or illegal purposes
- vandalise or damage any common parts
- leave rubbish in unauthorised places
- allow children to cause nuisance or annoyance to others and should exercise reasonable control over them

- harass or assault any person in the house or neighbourhood due to that person's race, colour, ethnic origin, nationality, sex, gender reassignment, sexual orientation, disability, age, religion or belief, marriage and civil partnership, pregnancy and maternity.
- carry or use offensive weapons
- use or sell unlawful drugs or sell alcohol
- fail to control pets

6.2 Fair, Proportionate and Consistent Approach

6.2.1 Anti-social Behaviour complaint handling

It is recognised that complaints of anti-social behaviour may be made by CHA tenants or by any member of the public, including owner-occupiers, other Registered Social Landlords (RSLs), Police Scotland or the wider community.

CHA provides a range of accessible reporting methods, including telephone, email, tenant portal, ASB App and written correspondence. All complaints will be recorded and referred to a Housing Officer for investigation.

CHA will:

- Acknowledge and record complaints in line with agreed procedures
- Respond promptly and within stated timescales
- Handle all information in confidence, in accordance with data protection requirements

6.2.2 Investigation and case management

CHA will take prompt and appropriate action where anti-social behaviour is reported, using professional judgement to assess the nature, seriousness, frequency and impact of the behaviour, including its effect on victims and those reporting it.

Investigations will include:

- Gathering and assessing relevant evidence
- Maintaining clear and accurate records
- Keeping complainants informed of progress and outcomes
- Providing advice on available options and any limitations of CHA's powers

CHA will support victims throughout the process by:

- Offering guidance and practical solutions
- Referring to appropriate support agencies (e.g. Key Project, Victim Support)
- Encouraging the use of diary evidence in ongoing cases
- Using professional witnesses where appropriate

CHA recognises that residents may wish to provide video footage from personal recording devices, such as home surveillance systems, video doorbells, tablets, or mobile phones, to support reports of Anti-Social Behaviour. While CHA is generally unable to independently verify the authenticity, completeness, or integrity of such footage, it may be considered in the most serious cases where there is additional corroborating evidence available.

Any video footage submitted will be assessed on a case-by-case basis and will not normally be relied upon as sole evidence when determining appropriate action.

6.2.3 Use of Proportionate actions

CHA will take a proportionate and staged approach to addressing anti-social behaviour, with the aim of resolving issues at the earliest opportunity.

Actions may include:

- Verbal and written warnings
- Face-to-face meetings with perpetrators (including joint visits with Police where appropriate)
- Mediation to support resolution between parties
- Acceptable Behaviour Contracts (ABCs)
- Provision of tenancy support to both victims and perpetrators through relevant agencies
- Partnership working with statutory and voluntary organisations

In some cases, Anti-Social Behaviour issues may be resolved by mutual agreement, including the ending of a tenancy.

Where a complainant declines to participate in mediation or other appropriate and proportionate interventions that, in CHA's professional judgement, are likely to support resolution of the Anti-Social Behaviour, CHA may, in some cases, proceed to close the case. The case will only be reconsidered for re-opening if the complainant subsequently agrees to engage with the proposed mediation or interventions.

6.2.4 Progression to Legal Action

Where early intervention and non-legal remedies have been unsuccessful, or where behaviour is serious, CHA will take appropriate enforcement action to protect individuals and the wider community.

Legal and enforcement options may include:

- Anti-Social Behaviour Orders (ASBOs), including Interim ASBOs and ASBOs for under 16s
- Conversion to a Short Scottish Secure Tenancy (SSST)
- Eviction proceedings
- Interdicts and Specific Implement
- Compulsory Transfer

ASBOs are civil orders obtained through the Sheriff Court to prevent specified anti-social behaviour. The breach of an ASBO is a criminal offence and may result in imprisonment. Applications are made in partnership with the Police, Local Authority and other relevant agencies.

A Short Scottish Secure Tenancy Agreement (SSSTA) may be used where appropriate to address or prevent anti-social behaviour. Support will be provided to enable the tenancy to revert to a full Scottish Secure Tenancy Agreement where possible.

Eviction will be considered a last resort, where all other reasonable interventions have failed or where the behaviour is sufficiently serious.

CHA may also work with partner agencies who have additional enforcement powers. This could include Closure of Premises Orders, Dispersal Orders, Fixed Penalty Notices (e.g. noise, littering, fly tipping), Seizure of noise-making equipment, Parenting Notices and Vehicle-related nuisance powers.

6.3 Support, Protection and Partnership Working

6.3.1 Supporting victims

CHA is committed to supporting victims of anti-social behaviour and ensuring they feel safe, informed and treated with respect.

CHA will:

- Treat all customers with respect and professionalism, ensuring services are fair and accessible to all
- Provide information in appropriate formats and languages to meet individual needs
- Tailor services where tenants have specific requirements
- Keep victims informed throughout the investigation process
- Share information appropriately to support crime prevention, legal proceedings and safeguarding, in line with relevant legislation

All information will be handled in accordance with the Data Protection Act 2018, General Data Protection Regulations and the Anti-Social Behaviour (Scotland) Act 2004. Information will be treated confidentially and only shared where lawful and necessary.

6.3.2 Supporting alleged perpetrators

CHA recognises the importance of ensuring that alleged perpetrators are treated fairly and that any action taken is appropriate and proportionate.

CHA will:

- Ensure all action is legal, proportionate and justified
- Consider the individual circumstances of each case, including any vulnerabilities or support needs
- Ensure that complaints are not motivated by malice, discrimination or stigmatisation

- Promote equal opportunities and comply with the Equality Act 2010

Where appropriate, support and intervention will be offered to encourage positive behaviour change alongside enforcement action where required.

6.3.3 Partnership Working

CHA recognises that effective management of anti-social behaviour requires a coordinated approach and will work in partnership with a range of agencies.

CHA will:

- Work with local authorities including Aberdeen City Council, Aberdeenshire Council and Moray Council
- Work in partnership with Police Scotland to implement and review local Anti-Social Behaviour Strategies
- Collaborate with voluntary organisations such as Victim Support and Grampian Racial Equality Council
- Share information in line with legal requirements to support prevention, detection and enforcement
- Ensure staff are trained and aware of local services and variations in provision across different areas

CHA acknowledges that outcomes are improved through partnership working and will not operate in isolation when addressing anti-social behaviour.

6.3.4 Tenant Consultation and Involvement

CHA is committed to involving tenants and service users in the development and review of this policy.

CHA has consulted with tenants and staff in line with the Housing (Scotland) Act 2001 and the Scottish Social Housing Charter.

Ongoing engagement will include:

- Monitoring and reporting on ongoing cases
- Communication through newsletters and information updates utilising the tenant portal, social media and website
- Engagement through tenant panels and focus groups
- Feedback via complaints about services
- Liaison with tenant groups and local residents

6.3.5 Community-wide Responsibility

CHA promotes a shared responsibility approach to tackling anti-social behaviour across the wider community.

This includes:

- Encouraging tenants, residents and community stakeholders to play an active role in preventing and addressing anti-social behaviour
- Providing guidance and information to support reporting, including resources for elected members and local stakeholders
- Supporting a community-based approach that promotes respect, inclusion and accountability

CHA will also ensure that:

- Staff receive appropriate training on this policy, anti-social behaviour strategies, conflict resolution and personal safety
- Staff have the knowledge and skills required to deliver effective services
- Ongoing training is provided to maintain high standards of service delivery

7.REPORTING

To assess the performance of both the policy and the officers implementing the policy it is essential that suitable data is available from the Housing Management System. This enables targeting of resources and workload to be monitored and to encourage a performance culture of anti-social behaviour management.

Information such as this allows performance targets to be set by the organisation at strategic level and by the managers within the department at a personal level.

The Management Committee receive statistics at their quarterly meeting. Reports aim to give information on:

- Number of cases reported in the period
- Number of cases carried over from the previous period
- Number of resolved cases
- Percentage of anti-social behaviour cases resolved in the period

8. TRAINING

CHA recognises the importance of regular and systematic training for housing staff on the effective and sensitive management of anti-social behaviour. Housing Officers should be trained on the Anti-Social Behaviour and Harassment Policy and be aware of the legal issues surrounding the SST and the short SST. Both in-house and external trainers should be used as appropriate.

Targets for anti-social behaviour case management are held within the Departmental Work Plan and staff will be advised of these figures and given updated targets when the Departmental Work Plan is revised.

9. REVIEW OF POLICY

The Housing Officers and the Senior Housing Services Officer should review the effectiveness of the policy during supervision sessions. Any areas where the policy could be improved should be bought to the attention of the Housing Services Manager. Any issues of good practice or clarification of legal issues should also be bought for discussion.

EQUALITY IMPACT ASSESSMENT

Anti-Social Behaviour & Harassment Policy

Reference	HPS-H-08-EIA
Information Classification	Internal Use Only
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Current Version	**Date Approved**	**Approved By**	**Changes**
V.3	May 2026	Management Committee	Whole scale review and re-write

INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities issues have been considered throughout the decision-making processes of work undertaken by CHA. The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that CHA has considered everyone who might be affected by the proposal. It also helps CHA to meet its legal responsibilities under the Equality Act 2010.

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices.

What is to be assessed	
Policy Name & Reference	Anti-Social Behaviour & Harassment Policy HPS-H-08
Policy Owner	Director of Housing Services
Equality Impact Assessment Completed By (Please see Note 1 below)	Housing Services Manager
Equality Impact Assessment Completion Date	May 2026
Equality Impact Assessment Review Date (to be the same as the Policy review date)	May 2026

Note 1

For level 1 (basic) impact assessments, it is good practice to involve the service/function Manager, Corporate Compliance Officer and relevant frontline staff.

For level 2 (full) impact assessments, it is good practice to involve the service/function Manager, Corporate Compliance Officer, relevant frontline staff, tenants and external agencies/partners, where appropriate.

What is the service/function/policy trying to achieve?

Service/Function/Policy Details	
Who is this service/function/policy aimed at?	CHA tenants All residents
Is this a new or existing service/function/policy?	Existing policy

What is the service/function/policy intended to achieve?	Effective management of any anti-social behaviour or harassment and bring the anti-social behaviour or harassment to a satisfactory resolution.
Who are the main people involved in this activity?	CHA Housing Management staff
Has this service/function/policy undergone consultation?	Yes
If yes, please provide details	Internally through: Staff Externally through: CaRTO
Is any further consultation planned?	No
If yes, please provide details	
Does this service/function/policy require Committee approval? If yes, when was it approved/when will it go to Committee?	Yes – Management Committee
Has it been identified as being high, medium or low risk? (Please see Note 2 below)	Medium
Based on the above, what type of impact assessment are you completing?	Level 1 (basic) impact assessment ☐ Level 2 (full) impact assessment X

Note 2

A level 1 (basic) impact assessment should be completed on every service/function/policy that has been identified as low risk i.e. having little or no direct effect on CHA tenants. A level 1 (basic) impact assessment can also be used on any new policies to help identify if further assessment (level 2) is necessary.

A level 2 (full) impact assessment should be considered for every service/function/policy that has been identified as medium or high risk i.e. having a direct effect on CHA tenants.

Information Gathering

It is important to consider all available information that would help determine whether the service/function/policy could have any potential adverse impact. Data can be statistical information, consultation exercises and surveys, service performance information etc. For example, data may show that a particular group of people are not accessing a service/function/policy. Where data by equality group is limited or not available, action plans to overcome this should be devised.

Do you have any monitoring data available on the number of people (from different target groups) who are using or are potentially impacted upon by the service/function/policy?

This policy applies to all tenants, residents and service users. Housing Management records indicate that reports of Anti-Social Behaviour can affect individuals across all protected characteristics. However, specific equality monitoring data relating to ASB complainants, witnesses and alleged perpetrators is currently limited.

CHA will continue to improve equality monitoring arrangements to better understand whether particular groups experience disproportionate levels of Anti-Social Behaviour, harassment, victimisation or enforcement action.

CHA will gather equalities monitoring data to show how different groups are using/impacted by this Policy.

If monitoring has not been undertaken, specify the arrangement you intend to make. If not, please give a reason for your decision.

Limited equality monitoring data available

Potential consequences for equality target groups

Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?

It is anticipated that the Policy will have a positive effect on CHA tenants, visitors and residents. The Policy aims to ensure that individuals or groups of individuals are unable to have a disproportionate effect on local communities by behaving in an anti-social manner. The impact will be a reduction in incidents of anti-social behaviour, crime and fear of crime.

It is also hoped that the Policy will have an indirectly positive effect on perpetrators of anti-social behaviour by preventing the individuals from committing further anti-social behaviour which could lead to further criminal offences and/or prosecutions. The individuals will be given support and a number of opportunities to modify their behaviour. Clear instructions will be given on what is deemed to be anti-social behaviour and what needs to be done to prevent escalation of the Policy.

The Policy makes reference to the Equality Act 2010 (as legislation that can be relied upon to deal with harassment). Also see table below.

Equality Group / Protected Characteristic	**Positive Impact (Benefits)**	**Negative Impact (Disadvantaged)**
Age	The tenancy agreement (and this Policy) state that tenants must not harass or assault any person in the house or neighbourhood due to that person's age. Tenants are made aware in the tenancy agreement (and in this Policy) that they must not allow children to cause nuisance or annoyance to others and should exercise reasonable control over them. The Policy includes 'household noise – children' and 'behaviour of children' within 'Types of ASB and Harassment'. Where necessary, CHA can use, for example, Acceptable Behaviour Agreements for parents whose children behave in an anti-social way.	Some older tenants may find digital reporting methods difficult to access, potentially creating barriers to reporting incidents. Alternative reporting and communication methods will remain available for older tenants who may be unable or unwilling to use digital channels.
	The Policy also sets out that the Police and Local Authority can enforce parenting notices, which may assist CHA in these situations.	
Disability (physical or mental health, long term illness, learning disabilities or visual and hearing impairments)	Tenants are made aware in the tenancy agreement (and in this Policy) that they must not harass or assault any person in the house or neighbourhood due to that person's disability.	Some anti-social behaviour may arise from underlying physical health conditions, learning disabilities, neurodiversity or mental health issues. Failure to identify these circumstances

	Information can be published in a range of appropriate formats e.g. large print. Signposting to support agencies where the victim or perpetrator has a visual or hearing impairment. Tenancy support is identified and offered through the Key Project and/or other agencies to both victims and perpetrators. Signposting to support agencies where the victim or perpetrator has mental health issues Working with victims/perpetrators to enable them to maintain their tenancies and sustain independent living Aim to identify mental health issues at the application/sign-up stage to ensure appropriate support services are in place at the start of the tenancy Mediation can be offered – this can help neighbours understand more about each other and their needs and assist in making them more tolerant and co-operative and prevent neighbour disputes escalating into a more protracted conflict.	could lead to disproportionate enforcement action. Before legal action is considered, officers will assess whether any disability or vulnerability may be impacting behaviour and whether reasonable adjustments, support services or partnership interventions should be considered.
• Gender	Tenants are made aware in the tenancy agreement (and in this Policy) that they must not harass or assault any person in the house or neighbourhood due to that person's gender. The Policy references: • Protection from Harassment Act 1997 – (As legislation that can also be relied upon to deal with harassment).	No specific reference to support victims of domestic abuse and/or sexual harassment (men and women). Cross-reference the Domestic Abuse Policy or include reference within the ASB Policy that domestic abuse and sexual harassment will be managed alongside relevant safeguarding and support procedures.

Gender Re-assignment	'This Policy will not be used to discriminate against any individual or household on grounds of gender reassignment'.	

Marriage & Civil Partnership	'This Policy will not be used to discriminate against any individual or household on grounds of marital status'.	The policy promotes fair treatment and protects individuals from harassment regardless of marital or civil partnership status.
Race	The Policy includes 'racial abuse' and 'racial harassment – hate crime' within 'Types of ASB and Harassment.' Tenants are made aware in the tenancy agreement (and in this Policy) that they must not harass or assault any person in the house or neighbourhood due to that person's race, colour, ethnic origin, nationality, sex, gender reassignment, sexual orientation, disability, age, religion or belief, marriage and civil partnership, pregnancy and maternity. CHA will work with and support the work of voluntary agencies such as Grampian Racial Equality Council. CHA has introduced a New Tenancy DVD which is available in Polish and Russian as well as English. We will publish information that is easy to read and understand in a range of appropriate languages. Happy to Translate.	Communication barrier when English is not the first language. Availability of appropriate translations is limited and not cost effective to produce in several languages. We may have to rely on family members, wherever possible, to assist us in translations.
Religion or Belief	Tenants are made aware in the tenancy agreement (and in this Policy) that they must not harass or assault any person in the house or neighbourhood due to that person's religion or belief.	• Religious abuse • Religious hate incidents • Faith-based harassment Added to extreme ASB examples
Sexual Orientation	Tenants are made aware in the tenancy agreement (and in this Policy) that they must not harass or assault any person in the house or neighbourhood due to that person's sexuality.	

Pregnancy & Maternity	'This Policy will not be used to discriminate against any individual or household on grounds of pregnancy or maternity'.	Individuals who are pregnant or caring for young children may be disproportionately affected by certain forms of anti-social behaviour, particularly noise nuisance, harassment or intimidation. Officers will consider any additional support requirements and vulnerabilities when investigating complaints and determining actions.
Other Affected Groups:		
Witnesses		Witnesses may experience anxiety, intimidation or fear of reprisals. Where appropriate, CHA will provide advice, referrals to support services and work with partner agencies to protect individuals involved in investigations.
Wider Community – including other RSL tenants, private tenants, homeowners	Work with partners to promote tolerance and responsibility amongst our tenants and wider community.	The policy applies not only to CHA tenants but also has a positive impact on owner occupiers, private tenants, visitors and the wider community by promoting safer neighbourhoods and addressing nuisance and harassment.

Improvement Planning

Could any low negative impact be minimised or removed? Or could positive impacts be improved? If so, how?

Use the table below to record how you could minimise or remove any low negative impact or improve the positive impact of the service/function/policy.

Issue	**Action**
Limited equality monitoring data	Review equality monitoring arrangements for ASB cases
Disability and vulnerability considerations before legal action	Introduce Vulnerability & Equality Checklist
Hate crime references incomplete	Update policy examples to include religion, sexual orientation and gender reassignment
Witness support arrangements	Develop staff guidance and referral pathways
Domestic abuse references	Review links between ASB and domestic abuse procedures

If there is no evidence that the service/function/policy promotes equality, could it be adapted so that it does? If so, how?