



Saint Pancras Almshouses

A Registered Charity No. 214135 - Founded in 1850

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St Pancras Almshouses (SPA)

Anti-social Behaviour Policy

Background

SPA has a responsibility to ensure that its residents can enjoy their homes in peace, free from fear or threat of intimidation, harassment or abuse.

Definition of anti-social behaviour (ASB)

1. Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.
2. Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
3. Conduct capable of causing housing related nuisance or annoyance to any person.

Harassment

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

- Abusive or insulting behaviour – written or verbal.
- Violence and threats of violence
- Vandalism
- Repeated or unfounded complaints against another tenant 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 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

Nuisance is likely to affect more than one individual. It 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
- Graffiti, vandalism and damage to communal areas
- Nuisance caused by pets and other animals.
- Hoarding

Policy Statement

SPA will not tolerate any ASB caused by residents, their visitors, family or any other persons.

SPA will base its response on these principles:

1. Expecting that residents (and their visitors) be good neighbours, who will act reasonably and considerately, and who respect the different values and lifestyles present in the community.
2. Being pro-active in preventing and dealing with anti-social behaviour.
3. Deal with ASB in a consistent, sensitive and objective manner.

Procedure

All complaints, which must be in writing and identify the complainant, will be treated seriously, risk assessed and investigated. They should be sent to the Manager.

Complainants will be told at the start if the complaint is not something that SPA can help with, such as, one-off complaints, personal argument or disputes, or clashes of lifestyle.

Confidentiality will be maintained, if possible, where appropriate or requested.

Although, it should be noted that, depending on the nature of the complaint, this may be difficult to achieve.

The Manager in conjunction with the Trustees will decide whether the matter can be:

- Resolved within the charity.
- Refer the matter for external mediation.
- Whether external agencies such as the Police, Social Services, Community Safety Offices should be involved.
- Whether a civil injunction or Community Protection Notice (CPN) should be sought.
- Whether to serve notice on the perpetrator(s) and take them to Court to set aside their appointment in accordance with the resident's Letter of Appointment.

Policy agreed and adopted at SPA Trustee meeting on 25 June 2025