

Antisocial Behaviour Policy

Rent UK Property

1 Overview

This policy sets out how Rent UK Property responds to antisocial behaviour (ASB) affecting the homes we manage. It explains what residents can report, how we assess concerns and when we may take action.

It applies to our management of homes in England. The possession provisions below concern private assured tenancies. Different tenures and transitional cases require case-specific legal advice. This policy does not change tenancy terms, reduce statutory rights or replace prescribed tenancy information. [1]

2 Introduction

ASB can disrupt homes and neighbourhoods, including people who are not directly involved. We take reports seriously, work with residents and relevant agencies, and explain clearly what action is within our powers.

Domestic abuse and hate incidents need a safety-focused response. We address them under this policy without treating victims as responsible for the behaviour of perpetrators.

3 Policy objectives

- Assess reports fairly, use evidence from appropriate sources and take proportionate action.
- Support victims and witnesses and explain the progress and outcome of their case.
- Respect lawful everyday living and work with police, councils and other housing providers where appropriate.
- Protect people from unlawful discrimination, make reasonable adjustments where required, and follow lawful possession and data-protection processes.

4 Definitions

4.1 What we mean by ASB

Section 2(1) of the Anti-social Behaviour, Crime and Policing Act 2014 describes conduct that causes or is likely to cause harassment, alarm or distress, or is capable of causing nuisance or annoyance connected with residential occupation or housing.

That definition concerns powers under the 2014 Act. A possession claim must meet the separate requirements of the Housing Act 1988. The label ASB does not itself establish a right to possession. [2, 3]

4.2 Domestic abuse and hate incidents

Domestic abuse includes abusive behaviour between people aged 16 or over who are personally connected, as defined in the Domestic Abuse Act 2021.

It can include physical or sexual abuse, threats, controlling or coercive behaviour, economic abuse and psychological or emotional abuse. Children who see, hear or experience the effects can also be victims under the Act. We assess safety and offer support without requiring a tenancy breach or police report first. [4]

For this policy, we record reports of conduct believed to involve hostility or prejudice as potential hate incidents and assess the facts and risk. An allegation is not a finding that a crime or tenancy breach occurred. Suspected offences are referred to the police where appropriate.

4.3 Everyday living and neighbour disagreements

Ordinary household sounds, babies crying, children playing, reasonable daytime DIY and differences in lifestyle will not usually amount to ASB. Boundary disagreements and parking disputes may need a different resolution route.

These are not blanket exclusions. We consider severity, timing, frequency, impact, vulnerability and whether incidents form a pattern of harassment or intimidation. Intent to cause nuisance is not a universal legal requirement. Persistent noise may also require investigation by the council or a repair to the building.

Where a report falls outside ASB, we explain why and provide appropriate advice. We reassess if new evidence, repeat incidents or changed circumstances indicate greater risk. Repeated reporting alone is not grounds for automatically closing a case.

4.4 Fair treatment

We will not discriminate unlawfully. Our approach respects the Equality Act 2010 protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The legal protections differ by context. We consider disability-related needs and reasonable adjustments in reporting, communication and enforcement. [5]

5 The policy

5.1 Reporting concerns

Report ASB to your usual property-management contact using the details provided with your tenancy. Tell us what happened, where and when, who was affected and how we can contact you safely. Give any police or council reference if you have one. You do not need a reference or a completed diary to make an initial report.

If someone is in immediate danger or a crime is happening now, call 999. For non-emergency police matters, use 101 or the police online reporting service. Do not wait for our response to obtain urgent help. Our complaints mailbox is not an emergency service.

We accept reports from tenants, neighbours, witnesses and authorised representatives. We assess reports linked to homes we manage, including relevant conduct by occupants or visitors. Where we cannot act directly, we explain why and signpost or liaise with the appropriate organisation.

5.2 Prioritising and responding

We log reports, assess each case on its own circumstances and record referrals and outcomes. We explain what we can and cannot do and agree how we will keep people informed.

Service standards: the response times below are our service commitments, not deadlines imposed by the Renters' Rights Act. Urgent risks must not wait for routine acknowledgement or action times.

5.2.1 Immediate danger or high risk

On identifying an immediate safety risk, staff will prioritise safety advice, urgent escalation and appropriate emergency or safeguarding referrals. We will assess reports of violence, threats, domestic abuse, hate-related harm or serious exploitation urgently when received. The required response depends on the actual risk, not the incident label.

5.2.2 Other reports

We will acknowledge reports within 3 working days and take agreed actions within 10 working days.

These are initial-action targets, not a promise to resolve the case or complete court or police action within 10 working days. If an agreed step cannot be completed, we explain why, set a revised date and consider any interim protection. Staff will record an owner, risk level, action plan and next contact date.

We will not automatically classify vandalism, animal nuisance or fly tipping as minor. Severity, repetition, vulnerability and harm determine priority. We review priority whenever relevant information changes.

5.3 Investigating and keeping records

We train staff to recognise and investigate ASB reports, work with appropriate agencies, and explain the ASB provisions of the tenancy to new tenants.

We will record allegations separately from established facts, assess the reliability of evidence and seek accounts from relevant people. Where it is safe and appropriate, the person complained about will have an opportunity to respond before enforcement decisions are made. Immediate protective action may be necessary before that stage.

Evidence may include incident logs, statements, correspondence, photographs, lawfully obtained recordings and police or council information. We will not require residents to confront someone, enter another property or put themselves at risk to obtain evidence. Anonymous reports will be assessed, although anonymity can limit investigation or court action.

We will consider whether a report concerns disrepair, poor sound insulation, a medical or disability-related issue, domestic abuse or another matter needing a different response. A lack of criminal prosecution does not automatically prevent civil action, but we must still have sufficient evidence for the particular legal route.

5.4 Supporting victims and witnesses

We respond sensitively to victims and witnesses, offer advice and communicate through their preferred method where reasonably practicable.

We will agree safe contact arrangements, consider communication adjustments and allow support from an authorised representative. We will assess concerns affecting children or adults at risk and make appropriate referrals to the council, police or specialist services. We will not promise absolute confidentiality. [4, 6]

For domestic abuse, we will consider specialist safety planning before approaching an alleged perpetrator. We will not treat a victim's experience of abuse as misconduct by the victim, or require mediation or direct confrontation with the perpetrator. Any action affecting a joint tenancy must receive legal review because it may also affect the victim's housing.

Direct discussion or voluntary mediation may help a low-risk neighbour disagreement. Residents are not required to attempt it before we accept a report. It is unsuitable where there is domestic abuse, coercion, violence, intimidation or another identified safety risk.

We will seek proportionate support and protective measures alongside enforcement where appropriate. We cannot guarantee a particular police response, rehousing offer or court outcome.

5.5 Resolving problems

We consider a range of interventions, including advice, warning letters and work with partner agencies. We use evidence and the circumstances of the case to decide whether legal action is appropriate.

Options may include agreed behaviour changes, support referrals, suitable voluntary mediation and seeking legal advice about an injunction or possession. Access to statutory ASB powers depends on the applicant and legal test; we do not assume powers reserved to police, councils or eligible housing providers.

We will address evidenced animal nuisance proportionately. Keeping a pet is not automatically ASB; we must also respect the statutory pet-request process and must not unreasonably refuse consent where those rights apply. [1]

5.6 Possession proceedings

For private assured tenancies governed by the reforms from 1 May 2026, we will not serve a new Section 21 notice. Possession requires an applicable statutory ground and the lawful Section 8 process. Existing notices or proceedings from before that date require a transitional-rules check. [1]

Ground 7A is mandatory only where its specified serious ASB or criminal-behaviour conditions are satisfied. A complaint or ordinary tenancy breach alone is insufficient. Ground 14 is discretionary: the court must be satisfied that the ground is established and that possession is reasonable. Ground 12 may be relevant to another proven tenancy breach. Ground 14A is restricted to eligible social landlords and is not a general private-landlord domestic-abuse ground. [2]

A Section 8 notice relying on Ground 7A or 14 can permit proceedings to begin immediately after service. Where only either or both of those grounds are established, the possession order cannot take effect within 14 days of service. Different rules apply if the court dispenses with notice. This does not authorise immediate eviction. [3]

Before action, we obtain legal advice on the evidence, correct prescribed form, service, statutory conditions, time limits, any appeal affecting Ground 7A and applicable compliance requirements or exceptions. We must not knowingly or recklessly rely on a ground without a reasonable belief that it is available.

For Ground 14, we record relevant harm, action taken and the tenant's cooperation with attempts to stop the conduct. The amended section 9A requires the court to consider cooperation and, in a house in multiple occupation (HMO), pay particular attention to the effect on people sharing accommodation or facilities. [3]

We will not unlawfully evict or harass an occupier. If the tenant does not leave following a possession order, recovery must use authorised court enforcement. We do not change locks, remove belongings or cut off services to force someone out. [7]

5.7 Outcomes and complaints

We will explain case outcomes and, where no further action is justified, give our reasons. We review new evidence or escalating harm and explain how a resident can challenge our handling. A complaint about our service does not replace urgent safety action.

Service complaints can be sent to complaints@rentukproperty.com. Reports involving employees or contractors are dealt with through our complaints process.

Allegations involving staff or contractors must also receive an appropriate safety assessment and, where necessary, management escalation or referral to the police or safeguarding services. They are not excluded from protection simply because they concern staff.

If you are dissatisfied with our response, ask for escalation under our complaints procedure. Where an applicable redress scheme can consider the complaint, we will explain how to refer it and provide its current details. Persistent ASB may also qualify for a multi-agency ASB case review through the local council or police, subject to local criteria. [8]

6 Confidentiality and data protection

We explain that information may need to be disclosed to relevant organisations, including the police or local authority.

We handle personal information under the UK GDPR and Data Protection Act 2018, as amended. We identify and document an appropriate Article 6 lawful basis for processing and sharing. An information-sharing agreement is not itself a lawful basis. Consent is not the only possible basis; we assess the legal justification and safety implications of each disclosure. [6]

Health and other special-category data require an Article 9 condition as well as an Article 6 basis. Criminal-offence data, including relevant allegations about suspected offenders, require Article 10 authorisation, normally an applicable Schedule 1 condition under the Data Protection Act 2018. We maintain an appropriate policy document where required. [9]

We share only necessary and proportionate information, verify recipients, restrict access to authorised people and keep records secure and accurate. We distinguish allegations from findings, record disclosure decisions and review retention against a documented schedule. Information needed for proceedings or a legal hold is retained appropriately; other records are securely deleted when no longer necessary.

We explain relevant uses, sharing, retention and individual rights through our privacy information. We assess data-access requests and disclosure obligations carefully to protect third parties and victims, apply lawful exemptions where justified and carry out a data protection impact assessment where processing is likely to create high risk. [6, 9]

Appendix A Legal references

Checked on 9 September 2026. The law and commencement position must be checked again before formal possession action. References support the policy; they do not certify the organisation's operational compliance.

[1 GOV.UK Renters Rights Act overview for landlords](#)

[2 GOV.UK Grounds for possession guidance](#)

[3 Renters Rights Act 2025 current published statutory text](#)

In particular, section 3 amends the notice and order timing rules; section 4 amends Housing Act 1988 section 9A on ASB possession factors. Commencement annotations record the relevant 1 May 2026 commencement for specified purposes.

[4 Home Office Domestic Abuse Act statutory guidance](#)

See the statutory definition and the housing response discussion, particularly paragraphs 310 to 325. Safety and support measures in this policy also include organisational practice.

[5 GOV.UK Discrimination and Equality Act rights](#)

[6 ICO Lawful basis for sharing personal data](#)

[7 GOV.UK Eviction rules in England](#)

[8 GOV.UK Antisocial behaviour case review](#)

[9 ICO Criminal offence data](#)

[10 GOV.UK Written tenancy information](#)

Relevant framework also includes the Housing Act 1988, Protection from Eviction Act 1977, Anti-social Behaviour, Crime and Policing Act 2014, Domestic Abuse Act 2021, UK GDPR and Data Protection Act 2018, with amendments in force at the relevant time.