

Supporting Tenants Experiencing Anti- Social Behaviour (ASB) Information for Support Providers



Contact us

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What is Anti-Social Behaviour (ASB)?

- Behaviour that causes distress, fear, or nuisance to others
- Includes noise, disputes, harassment, and property damage
- Domestic abuse (physical, emotional, financial, threatening)
- Hate incidents and hate crime
- Discrimination or racism

Golden Lane Housing's commitment to tenants

- Investigate every report of ASB
- Act early to prevent escalation
- Work in partnership with agencies
- Ensure confidentiality and appropriate information sharing
- Support tenants until the issue is resolved

Key response times

- High-risk cases: contact within 24 hours; visit within 3 working days
- Other ASB: contact within 3 working days; visit within 10 working days

What support providers should expect from Golden Lane Housing

- Clear action plans agreed with tenants
- Regular updates every 4 weeks
- Joint working with partners
- Consideration of legal action where necessary
- Regular case reviews

Your role as a support provider

- Maintain regular, meaningful contact with tenants to understand how things are day-to-day
- Notice changes in behaviour, environment, or wellbeing that may indicate emerging issues
- Encourage and support tenants to report concerns early and share relevant information
- Provide clear, timely updates to GLH to help build a full picture of what has happened or is happening
- Work in partnership with GLH by contributing to action plans and supporting agreed actions
- Help tenants feel confident and reassured when engaging with ASB processes
- Promote safety, reduce risk, and work with Golden Lane Housing to support tenants to sustain their tenancies

Confidentiality and information sharing

- Information is stored securely
- Shared only when necessary
- Follow data protection and safeguarding requirements

Working together

- Reduce and prevent ASB
- Improve tenant wellbeing
- Create safer communities

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