**Landlords Anti-social Behaviour Plan**

**What is anti-social behaviour?**

Anti-social behaviour is not just about extreme forms of behaviour such as violence or verbal abuse. It can include any of the following:

* loud noise (e.g. music or TV)
* aggressive ball games
* shouting, swearing, screaming and banging
* slamming doors
* noisy or unruly dogs.

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| **Landlord Responsibilities**As a landlord I agree to: | **Check List** |
| **Pre Tenancy**Ensure that the following checks are carried out prior to granting any tenancy:* A reference will be obtained from the previous landlord, where a previous tenancy has been held. This reference will be verified by contacting the landlord in all cases.
* Where no previous tenancy has been held, prospective tenants will be required to supply details of any previous addresses they have lived at in the last twelve months.
* Proof of identity. Two forms of proof are required, one of which must relate to the tenant’s previous address e.g. a utility bill, picture driving licence, official letter etc.
* A review of open source information will be undertaken (internet) to include, but not limited to, Google and social networking sites.
* A personal interview will be undertaken to cover tenants financial/employment status and any issues likely to impact on their tenancy e.g. Drug/alcohol dependency or criminal convictions/history.
* Where the above checks raise concerns, I will request the tenant to supply a disclosure and barring check.
* Where prospective tenants refuse to cooperate in the pre-tenancy process then no tenancy will be offered.
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| **Tenancy Agreement*** The tenancy agreement I use will be written in a language and format suitable for the individual tenant.
* All tenancy agreements will include a clause in respect of Anti-Social Behaviour, “ASB”. This clause outlines what is classed as ASB and the process for dealing with it.
* A copy of the tenancy agreement used is attached.
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| **ASB Management*** Upon receipt of a complaint of anti-social behaviour (ASB) I will record the details of the complaint and undertake an investigation of the facts alleged and seek assistance from statutory agencies e.g. The Police, Middlesbrough Council.
* Following investigation of a complaint where anti-social-behaviour (ASB) is identified, I will issue an appropriate sanction dependent on the severity of anti-social behaviour (ASB). This will be in accordance with the processes outlined within the tenancy agreement and range from a verbal/written warning to the issuing of section 21 notice. Where appropriate identified risks will be managed by means of an acceptable behaviour contract or similar. If necessary immediate possession of the property will be sought through the courts.
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| **Post Tenancy*** On completion of any tenancy I will undertake to supply a written reference outlining the tenants conduct during the term of the tenancy. This reference will detail any causes for concern e.g. any incidences of anti-social behaviour, damage to the property or rent arrears. A copy of this reference will be supplied directly to a prospective landlord upon request.
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**As a landlord I can take the following steps to reduce anti-social behaviour:**

* Advise tenants of the terms and conditions of their tenancy agreement when they sign up.
* Visit all new tenants within 2 months and, where appropriate, remind them of their responsibilities.
* Promote good relationships to tenants with community groups and work closely with other agencies (e.g. the Police, Social Care, Community Safety Officers, Selective Landlord Licensing Officer, North Ormesby Project Team group and voluntary groups).
* Get support and advice from the specialist anti-social behaviour team at Middlesbrough Council.

Signed: Date: