

**To:** The Management Committee  
**From:** Housing Services Manager  
**Subject:** Policy Review – Anti-social Behaviour (ASB)

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## 1. Introduction and Purpose

- 1.1 As per the Policy Review Timetable 2026/26 the Anti-Social Behaviour Policy is due for review.
- 1.2 The Scottish Social Housing Charter places a requirement on all landlords to ensure as far as reasonably possible that tenants and other customers live in well maintained neighbourhoods where they feel safe.
- 1.3 The purpose of this report is to present the proposed revised Policy to Committee for its consideration and approval.

## 2. Review of Anti-Social Behaviour Policy

- 2.1 As part of reviewing the Policy I undertook the following steps:
  - Checked for any legislative/regulatory changes;
  - Looked at good practice across the sector for any new working practices to consider
  - Consulted with staff members
- 2.2 Based on the aforementioned, there are no material changes to the policy at this time with the exception of the updated reference to Equalities and Human Rights.
- 2.3 A copy of the track change version of the policy can be found in the Resources Section of One Advanced > policies > policies for Review – October 2025.

## 3. Risk

- 3.1 When considering Anti-Social Behaviour, we have identified the main risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
<b>Legislative and Regulatory-</b> <ul style="list-style-type: none"> <li>Failure to ensure (as far is reasonably possible) that tenants and other customers live in well-maintained neighbourhoods where they feel safe.</li> </ul>	<p>We have a clear and comprehensive policy for dealing with reports of Anti-Social Behaviour.</p> <p>We have a Service Level Agreement with Community Safety Glasgow.</p>

#### 4. Delivery of our Strategic objectives

##### 4.1

Area	Related Strategic Objective(s)
<ul style="list-style-type: none"> <li>Compliance with the Scottish Social Housing Charter Regulatory Standards</li> <li>Policy Review</li> <li>Reports to Committee</li> </ul>	7) Achieve the highest standards in all that we do

#### 5. Delivery of our Core Values

##### 5.1

Area	Related Core Value(s)
<ul style="list-style-type: none"> <li>Compliance with The Scottish Social Housing Charter Regulatory Standards.</li> <li>Policy Review</li> <li>Reports to Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Accountable and Compliant</li> <li>Excellent and Committed</li> <li>Invest and Support</li> </ul>

#### 6. Compliance and Assurance

6.1 Our approach to the management of Anti-Social Behaviour means we are compliant with Regulatory Requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	<p><b>Outcome 1:</b> Equalities</p> <p><i>Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.</i></p>

	<p><b>Outcome 2:</b> Communication  <i>Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</i></p> <p><b>Outcome 6:</b> Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes  <i>Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.</i></p> <p><b>Outcome 11:</b> Tenancy Sustainment  <i>Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home and ensure suitable support is available, including services provided directly by the landlord and by other organisations.</i></p>
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## 6.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> <li>• Cover Report</li> <li>• Anti-Social Behaviour Policy</li> </ul>	The Scottish Social Housing Charter Outcomes 1, 6 and 11

6.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in area of our website, which Committee can access at any time.

## 7. **Summary**

- 7.1 The Anti-Social Behaviour Policy has been brought for review. This was classed as a routine review and, therefore, does not require Committee approval.
- 7.2 Risk has been considered at section 3.
- 7.3 Section 4 shows how complying with Scottish Social Housing Charter contributes to the delivery of our Strategic Objectives.
- 7.4 Section 5 shows how complying with Scottish Housing Regulator requirements link to the delivery of our Core Values.
- 7.5 Section 6 shows how we comply with Regulatory requirements.
- 7.6 Committee is asked to note that no material changes with the exception of the updated reference to Equalities and Human Rights were made to the Anti-Social Behaviour Policy.