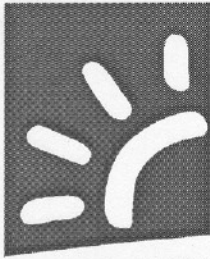


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# Anti-social behaviour: policy and procedure

August 2004

Guidance for housing associations



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## EXECUTIVE SUMMARY

This document represents statutory housing management guidance to registered social landlords, referred to in this guidance as housing associations (associations), on how they should prepare, review and publish their statements and summaries of policies and procedures in relation to anti-social behaviour. It has been approved by the Secretary of State and is under cover of a circular. It applies to all associations in England which are registered with the Housing Corporation.

**Chapter 1** outlines the purpose of the guidance, sets out whom it is for and provides background on its legislative context.

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**Chapter 2** sets out the statutory obligations that are laid on associations under the Housing Act 1996, as introduced by Section 12 of the Anti-Social Behaviour Act 2003; and provides advice on how to discharge those obligations.

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**Chapter 3** presents the areas that the association's statement of policies should cover.

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**Chapter 4** presents the areas that the association's statement of procedures should cover.

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**Chapter 5** presents the areas that the association's summary should cover, and provides information on the publication of the statement and summary.

## FOREWORD

Tackling anti-social behaviour is a key part of delivering the Sustainable Communities Plan, which seeks to improve the quality of life of people by providing better places to live, with the right homes, jobs and services. Renewing our housing and improving services will not be enough if people feel threatened in those homes and are frightened to walk the streets. Housing associations, working in partnership with tenants and other agencies, play a vital part in creating and sustaining communities in which everyone can take pride.

We, the Housing Corporation, have consistently emphasised the need for registered social landlords, referred to in this publication as housing associations, to tackle anti-social behaviour. It has been a requirement in our Regulatory Code since 2001. The Anti-social Behaviour Act 2003 contains some important new tools that associations can use to counter anti-social behaviour. Associations have a key role in identifying the problems their tenants face, and must use the tools they have been given to counter those problems effectively.

Across the country, a wide range of innovative approaches, involving a mixture of prevention, enforcement and support, is being deployed to tackle a diverse and complex range of problems. The challenge is to build on this, to maximise the benefits that multi-agency partnerships bring, and to ensure that tenants and the wider community understand what you as social landlords can do to help them.

The preparation and publishing of your policies and procedures should provide an opportunity to explore those new approaches, review old ones and demonstrate how you are working to tackle anti-social behaviour, so that people feel increasingly empowered to 'take a stand' alongside you to improve their own quality of life and that of their community.

**Peter Dixon**  
**Housing Corporation Chairman**

## CHAPTER 1 INTRODUCTION

### Purpose of the guidance

- 1.1 The Housing Corporation is issuing this guidance, approved by the Secretary of State, to registered social landlords in England for the purposes of Section 218A(7) of the Housing Act 1996 (the 1996 Act).
- 1.2 Section 218A of the 1996 Act was inserted by Section 12 of the Anti-social Behaviour Act 2003 (the 2003 Act). It requires registered social landlords to prepare and publish policies and procedures in relation to anti-social behaviour (ASB).
- 1.3 Each landlord must publish a statement of their policies and procedures, and an associated summary, not later than six months after Section 12 of the 2003 Act came into effect — this means by 30 December 2004.
- 1.4 S218A(7)(b) requires registered social landlords to have regard to guidance issued to them in England by the Housing Corporation and in Wales by the National Assembly for Wales.
- 1.5 In this guidance registered social landlords (RSLs) are referred to as housing associations. This guidance, however, applies only to those associations registered with the Housing Corporation under S2 of the 1996 Act.
- 1.6 This document gives guidance on how associations in England should prepare and review their policies and procedures in relation to ASB. Associations must have regard to this guidance in accordance with S218A(7) of the 1996 Act. In so far as it comments on the law, it can only reflect our present understanding.

### Who is the guidance for?

- 1.7 The guidance is issued specifically for housing associations. It will also be relevant to organisations that manage stock on behalf of an association, local authorities and other agencies with responsibilities for managing social housing or tackling ASB. Although managing agents do not have a statutory duty to produce policies and procedures, it would be good practice for them to do so. They may wish to develop their own, or they could adopt the landlord's policies. If they develop their own policies they must be consistent with the landlord's policies and procedures.

### The legislation in context

- 1.8 The Anti-social Behaviour Act 2003 was designed to extend powers to tackle ASB in local communities. Part 2 deals specifically with social housing. It includes measures developing the use of injunctions, and introduces demoted tenancies.
- 1.9 The policies and procedures which you (as an association) publish should be seen in the context of your overall responsibilities and compliance with the Regulatory Code.
- 1.10 In addition to Part 2 of the Anti-Social Behaviour Act 2003, you should also ensure that your policies and procedures are compatible with obligations imposed by other existing legislation, including the Disabilities Discrimination Act 1995 and subsequent disability legislation.
- 1.11 Section 71 of the Race Relations Act 1976 (RRA) requires the Housing Corporation to have due regard to eliminate unlawful racial discrimination, promote equality of opportunity and promote good relations between people of different racial groups. The Regulatory Code contains a number of requirements in relation to race equality which are in the spirit of the RRA. The aim is to make the promotion of racial equality central to the way relevant services are designed and delivered. Any policy and procedure on ASB should have regard to your own policies (and should meet our requirements on equality and diversity).

**CHAPTER 2****ASSOCIATIONS' OBLIGATIONS UNDER S. 218A HOUSING ACT 1996, AS INTRODUCED BY S.12 ANTI-SOCIAL BEHAVIOUR ACT 2003****Introduction**

2.1 This chapter sets out the statutory obligations that are laid on associations under s. 218A of the Housing Act 1996, as introduced by s. 12 of the Anti-social Behaviour Act 2003. It describes how you should discharge those obligations.

**What kind of behaviour is covered?**

2.2 For the purposes of the duties imposed by section 218A of the 1996 Act, ASB is any conduct to which sections 153A(1) and 153B(2) of the 1996 Act apply. These sections apply to:

- 'conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord'; or
- 'conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose'.

2.3 This description is wide enough to encompass most associations' own understanding of ASB.

2.4 People to whom the conduct may cause annoyance or nuisance include anyone who has a right to live in property that you own or manage, those living in any other property in the neighbourhood (for example owner occupiers, or tenants of other associations) and anyone else lawfully in such property or in the locality, for example working or using local facilities.

2.5 The housing management function covers any of your day-to-day activities and strategic management of the stock. Examples include tenant and community participation, maintenance and repairs, rent and rent arrears collection, neighbourhood management and dispute resolution. Matters that 'indirectly affect' the housing management function could include social care and housing support, environmental health, refuse collection and other services that enable you to operate efficiently.

**Statement and summary of policies and procedures on anti-social behaviour**

2.6 S218A of the 1996 Act requires you to prepare a policy and procedure on ASB and publish the following documents:

- Statement of policy on ASB (the policy statement);
  - Statement of procedure on ASB (the statement of procedures) and
  - Summary of current policy and procedures on ASB (the summary).
- a) The policy statement should outline your general approach to ASB and also include specific policies. For example, these could relate to your commitment to eradicating ASB, the obligations of tenants, support for witnesses of ASB, racial harassment, domestic violence, multi-agency partnerships and the use of available legal remedies.
  - b) The statement of procedures should outline your procedures when dealing with ASB. For example, it could include information on how and to whom people should complain about ASB, how you will maintain contact with the complainant, and how you will monitor the progress of the case. It should contain enough information to enable a tenant to understand how you will deal with a complaint of ASB and what you expect of the tenant.

The summary should be briefly restate the main points in the above two documents.

### **Publishing and reviewing the statement and summary**

- 2.7 You must publish the statements and the summary within six months of the commencement of section 12 of the 2003 Act, that is, 30 December 2004. Further details on the requirements to publish the statement and summary are outlined in paragraphs 5.2 to 5.3.
- 2.8 Publication may be in various formats, including on a website, at your discretion. However, the statements must also be available in printed hard copy form and should also be available in translation and other versions (for example in Braille and large print).
- 2.9 You must review and, when you think it appropriate, revise the statement. It is up to you when to review the statements; however, we suggest once a year. The statements and the summary should be re-published whenever they become outdated.
- 2.10 Revisions to the statements may be by way of supplements, updates or corrections to the published version. However, you must ensure that the statements are at all times comprehensive, clear and accessible to readers.

### **Consultation**

- 2.11 Section 218A does not specifically refer to consultation in connection with associations' policies and procedures on ASB. However, our



'Charter for housing association applicants and residents' states that you *must* consult residents if you are considering changes to housing management arrangements. This will include the management of ASB and therefore the production of policies and procedures under s218A of the Act.

- 2.12 We encourage a collaborative approach to the preparation of the policies and procedures on ASB, and this can be achieved through consultation. We suggest that, in addition to your residents, you may consult the following:
- tenants' groups or other participation structures
  - their staff and other housing management organisations
  - the wider local community, including the business community
  - stakeholder groups, including organisations representing young people, the elderly, black and ethnic minority communities, lesbians and gay men, people with disabilities and any other significant local communities
  - other agencies or services, including social services, education services, youth offending teams, health services and the police
  - local leisure facilities, e.g. sports centres.

#### **Regulation Arrangements for Smaller Associations (RASAs)**

- 2.13 Housing associations that own less than 250 units of housing are subject to regulation as outlined in the regulatory arrangements for smaller associations (RASAs). We regulate RASA associations in a way that is proportionate to their size and circumstances (unless the association is failing to comply with the Regulatory Code). Some RASA associations own only a handful of homes. Many, such as almshouses and Abbeyfield societies, provide specialist care.
- 2.14 We acknowledge that some of the smaller RASA associations may need some help with publishing their statements and summaries. We will work with the various RASA umbrella organisations (e.g. the Almshouse Association) to look at how they could help in this. We would also expect RASA associations to work collectively and collaboratively (that is, with other RASA associations or with other agencies such as local authorities).

## CHAPTER 3

### CONTENT OF THE STATEMENT OF POLICIES

#### Definition of anti-social behaviour

- 3.1 The policy statement should include a description of the conduct that can amount to ASB (see paragraph 2.2). We suggest you give examples of behaviour that would fall within the definition of ASB.
- 3.2 Examples could include:
- noise nuisance;
  - intimidation and harassment;
  - the fouling of public areas;
  - aggressive and threatening language and behaviour;
  - actual violence against people and property;
  - hate behaviour that targets members of identified groups because of their perceived differences; and
  - using homes to sell drugs, or for other unlawful purposes.
- 3.3 You may wish to give further examples of the types of behaviour that could constitute ASB and to classify incidents you use in monitoring ASB. This will help to establish for the reader what types of behaviour you consider anti-social, as the policy statement should help readers know whether the behaviour they are complaining of, or are engaging in, is likely to constitute ASB.

#### General policy statement on the approach to anti-social behaviour

- 3.4 This should set out your attitude and general approach to ASB, for example to communicate clearly what standards of behaviour are acceptable. It could also identify what specific commitments you are making to your tenants or the wider community in terms of dealing with ASB, and what service standards they can expect.
- 3.5 You should describe the range of services you offer on ASB, and how these will deliver a proportionate and flexible response to challenges that ASB presents. You should also explain how these services fit within your organisational structure.

#### The strategic context

- 3.6 The policy statement should set out the strategic context of your policies and procedures on ASB, and how they relate to existing statutory obligations.

### Obligations of tenants

- 3.7 You should set out the standards of behaviour that you expect of tenants, those who live with them, and their visitors. Make clear that the tenant is responsible for the behaviour of people who live with or visit them. Refer to any tenancy clauses relating to ASB or nuisance.

### Specific policies to be included in the statement

- 3.8 Specific policies that you have adopted to deal with ASB should be outlined in detail in the policy statement. Examples of the types of policy you should consider including are set out below.

#### *Support of complainants*

- 3.9 In our view you should support complainants by dealing with their complaint promptly, keeping them informed of any developments relating to their complaint, and referring them to appropriate support services where necessary. Your policies to support complainants should be included in your policy statement.

#### *Racial and other harassment policies*

- 3.10 Incidents of harassment could fall within the description of ASB (see paragraph 2.2) and should be addressed in your policy statement.
- 3.11 Our Regulatory Code states that associations must demonstrate their commitment to equal opportunity (2.7) and that their governing body has adopted an equalities and diversity policy (2.7b). Policies on ASB should take these policies into account.
- 3.12 We would expect you to reflect in your policy statement your policies for dealing with reported incidents of racial harassment, and to have policy and procedural commitments to:
- eliminate unlawful discrimination and harassment;
  - promote good relations between people of different racial groups;
  - encourage people to report racially motivated incidents;
  - support complainants and their families; and
  - take action against perpetrators.

#### *Domestic violence policy*

- 3.13 Domestic violence committed by a tenant visitor/family member in social housing could fall within the description of ASB outlined in paragraph 2.2. While including in your statement your policies on complaints of domestic violence, you may wish to refer to separate policy documents on domestic violence.

*Prevention of anti-social behaviour*

- 3.14 Prevention should be an essential part of your approach to ASB. Many associations are already involved in initiatives that focus on preventing ASB. Where these exist, the policy statement should set out the range of initiatives and their general purpose.
- 3.15 Examples of such measures include:
- mediation services that you provide directly or with another agency;
  - uniformed warden patrols;
  - diversionary projects for youths, such as football clubs or IT drop-in centres;
  - reward schemes for tenants with a record of a well conducted tenancy;
  - structured interviewing of juveniles to establish ways to tackle their behaviour;
  - use of Acceptable Behaviour Contracts;
  - multi-agency partnerships (see paragraphs 3.21 to 3.25); and
  - floating support/tenancy support schemes

You can find further information on preventative measures and examples of best practice in tackling ASB at [www.together.gov.uk](http://www.together.gov.uk). You may also wish to contact the Together Actionline (0870 220 2000), which can provide advice across the range of ASB issues. There is also a section on ASB on our Bank of Good Practice: [www.bankofgoodpractice.org](http://www.bankofgoodpractice.org).

*Rehabilitation of perpetrators*

- 3.16 You should consider the positive effects that support might have on perpetrators. This will be particularly relevant when considering ASB issues that result directly or indirectly from:
- drug abuse;
  - alcohol abuse;
  - mental health; or
  - disability.
- 3.17 The statement should set out your policy on supporting perpetrators, particularly when the ASB is linked to one of the issues listed in paragraph 3.16. You should ensure that people who may already feel stigmatised (e.g. people with mental health problems) are treated fairly and equitably when allegations of ASB are made. Bear in mind the impact of the Disabilities Discrimination Act 1995.
- 3.18 Young perpetrators often have problems with their family and school due to their behaviour. You should try to ascertain the causes of the

young person's ASB and consider involving their parents/guardians, if appropriate, and possibly getting information from their school or other appropriate agencies, e.g. social services. We would encourage you to use Acceptable Behaviour Contracts with juvenile perpetrators, as they can be particularly effective. Your policy to support juvenile perpetrators should be included in the policy statement.

- 3.19 You should consider how to achieve long-term changes in the behaviour of perpetrators, and how to prevent the displacement of ASB to a different target.
- 3.20 Some associations and other agencies have developed rehabilitation projects that attempt to engage tenants whose behaviour has not been successfully changed by preventative work and enforcement action.

#### *Multi-agency partnerships*

- 3.21 Associations do not operate in isolation. They are part of a wider community, and will share the problems and challenges of that wider community. ASB is a complex phenomenon, and it is unlikely that the causes or solutions to it will lie solely within the remit of a single organisation.
- 3.22 Multi-agency partnerships involve associations working with families and local agencies such as the police, local authorities, neighbourhood wardens, youth offending teams, schools, health services, drug action teams, social services and probation services. The development of multi-agency partnerships can be effective in preventing and combating ASB.
- 3.23 A co-ordinated approach by specialist agencies to provide perpetrators of ASB with the support they may need can help in their rehabilitation. Effective interventions by specialist agencies can prevent you having to take legal action over ASB.
- 3.24 We encourage associations to develop multi-agency partnerships as they have proved effective against ASB.
- 3.25 In your policy statement you should summarise your policies on multi-agency working and the extent of your work with other agencies in relation to ASB, with details of any relevant organisations of which you are a member.

#### *Working with other organisations managing housing association stock*

- 3.26 You may be using a managing agent to manage some of your stock. This is particularly the case in supported housing, where specialist agencies carry out the bulk of the housing management function. The

agent should be involved in preparing your policies and procedures, as these may affect the housing management responsibilities they carry out under their management agreement with you. Some managing agents may wish to develop their own ASB policies, as they have a direct relationship with the tenant. Where this is the case, the managing agent should ensure that their own policy does not conflict in any way with yours.

- 3.27 It is important that managing agents are clear about their roles and responsibilities under your policy statement, and that robust working arrangements are in place covering procedures for information sharing, handling and monitoring complaints, and dealing with perpetrators.

#### *Supporting witnesses*

- 3.28 Effective witness support is about setting up systems and adopting approaches that seek to tackle cases of ASB, while boosting the morale and confidence of the witness, the agencies involved and the wider community. In doing so, the safety and well-being of victims and witnesses must come first.
- 3.29 The policy statement should set out your policy on supporting witnesses throughout all stages of the process from report to remedy; for example, this might include working in partnership with other agencies and establishing witness support groups.

#### *Professional witness schemes*

- 3.30 These are innovative schemes involving the use of trained volunteers from staff and partnership contacts to gather evidence of ASB that they have witnessed and to support witnesses. The schemes allow greater flexibility in the gathering of evidence in court cases, especially when witnesses of ASB are reluctant to provide evidence in court proceedings. If you have a professional witness scheme, then you should include policies relating to the scheme in the policy statement.

#### *Data protection and information exchange*

- 3.31 The policy statement should outline your protocols for sharing information with other agencies. It should make clear what type of information might be shared, with whom, and for what purposes. If you are unclear about your obligations and responsibilities under the Data Protection Act 1998, you should contact the Information Commissioner. [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk).

*Confidentiality*

32 Complainants may well be concerned that their complaint could lead to retaliation by the perpetrator and may give you information on the basis that it is confidential. The policy statement should set out your policy on confidentiality, particularly in relation to the identity of complainants and whether you will seek their permission before disclosing information to the perpetrators, their legal representatives and other interested parties.

33 Information about complainants and perpetrators may be shared with other agencies for the purpose of preventing ASB or crime. Where protocols on information-sharing exist, the statement must clearly explain the implications for confidentiality of information.

*Cross-tenure issues*

34 Your powers and responsibilities to tackle ASB extend beyond your own sector and housing stock. You may act to protect owner-occupiers or those in other tenures from the actions of tenants, and equally, you may take action against people in other tenures to protect your tenants.

35 You can contribute to cross-tenure approaches at a strategic level, for example through your involvement in Crime and Disorder Reduction partnerships (CDRPs) and multi-agency partnerships and by sharing information with other agencies or associations. The policy statement should reflect your strategic and operational involvement in such cross-tenure approaches.

*Training of staff in dealing with anti-social behaviour*

36 In tackling ASB it is important that your members of staff have the confidence and knowledge to identify and investigate incidents and reports of ASB and are equipped to take appropriate action. The policy statement should provide details of your induction and training programmes in respect of ASB.

*Information on other relevant policies*

37 The policy statement should include reference to any other relevant association policies that do not specifically relate to ASB, for example equal opportunities policies, tenant participation and consultation strategies.

## CHAPTER 4

### CONTENT OF THE STATEMENT OF PROCEDURES

#### Information to be contained in the statement of procedures

- 4.1 The statement of procedures should include the operational procedures that you have introduced to implement your policies on ASB. The level of detail in the statement of procedures is up to you; however, we would expect you to broadly outline relevant procedures so that tenants know how you are likely to deal with a complaint of ASB.
- 4.2 The statement of procedures will vary according to the policies you have adopted. Regardless of the policies adopted, the statement should address the making of a complaint, the processing of a complaint, support to complainants, the use of enforcement action, support for the perpetrator, and the monitoring of complaints about ASB. You should also include any relevant procedures relating to multi-agency partnerships and professional witness schemes.
- 4.3 Where managing agents are managing some of your housing, the statement should make clear to residents the respective responsibilities of the association and the managing agent in tackling ASB.

#### *Making a complaint of anti-social behaviour*

- 4.4 You should make clear in the statement how and to whom the initial complaint of ASB should be made, and give contact details. It would also be helpful to offer some guidance on when it might be appropriate for a complainant to contact other agencies, such as the police or local authority.

#### *Processing a complaint of anti-social behaviour*

- 4.5 Responding early to complaints and agreeing action plans with the complainant, where appropriate, can be vital in dealing effectively with ASB and helping to build trust and confidence. Effectively processing a complaint of ASB will give credibility to your ASB service and improve your relationship with the complainant.
- 4.6 Clear lines of communication are important and you should establish these at the earliest opportunity. State the contact point or points for complaints about ASB in the procedures. Ideally each complainant would have access to a named officer to discuss their case, and you should let the complainant know as soon as possible if a different officer is appointed. It is important that you keep a complainant informed, as far as you may, about the progress of their case.



4.7 You should encourage the complainant to be involved in the progress of the complaint. The statement could set out:

- the information and advice you will give the complainant when they make a complaint;
- how you will establish clear lines of communication with the complainant;
- how you will keep the complainant informed of the progress of the case;
- the role of the complainant in determining an action plan;
- what the complainant can do if they are unhappy with the service they have received. Refer to internal and external complaint procedures;
- whether you will provide an escort to court;
- details of support beyond any court proceedings.

#### *Supporting complainants*

4.8 You should consider the support needs of complainants, including how best to assess and meet their needs. How to refer complainants to external sources of support, and when, may also be included in the statement of procedures, with a list of the available support services. The support mechanisms you provide to the complainant may include:

- risk assessment for their home and installation of appropriate witness protection measures, such as alarms, new locks and panic buttons;
- access to counselling services;
- allocations and lettings policies that are sympathetic to complainants and effective; where appropriate they may include temporary and/or permanent re-housing;
- witness support;
- access to telephone and/or face-to-face interpreters; and
- regular visits or patrols by housing officers, community support workers or neighbourhood wardens.

4.9 Other agencies will be able to provide varying degrees of additional practical, specialist or emotional support and advice to complainants. This support may be as diverse as target-hardening schemes (e.g. greater protection for targets), translation services or 'buddy schemes' (e.g. personal support for victims).

#### *Options available to associations*

4.10 The statement of procedures should include the types of legal and non-legal actions you could take, and explain the circumstances in which each might be appropriate. These could include:

- mediation
- Acceptable Behaviour Contracts;
- Anti-Social Behaviour Orders;
- injunctions and exclusions orders under sections 153A, 153B, 153C or 153D of the 1996 Act
- in connection with any of the injunctions above, applications for powers of arrest
- possession proceedings;
- demoted tenancies; and
- any other legal action which could be taken with the support of the police or local authority, for example action under the Environmental Protection Act (1990) or criminal prosecution.

Only secure and assured tenancies can be demoted.

You can find more information on these actions and examples of best practice in tackling ASB at [www.together.gov.uk](http://www.together.gov.uk). You may also wish to contact the Together Actionline (0870 220 2000), which can provide advice across the range of ASB issues.

#### *Monitoring anti-social behaviour and the service*

- 4.11 You should monitor ASB and the service you provide to tackle it. This will help you to:
- evaluate the effectiveness of specific ASB initiatives;
  - identify key priorities and issues;
  - understand the nature and location of areas where ASB is prevalent; and
  - distinguish between different types of behaviour that could be categorised as ASB.
- 4.12 The statement of procedures should identify what internal and external monitoring of the service you carry out and the performance indicators you use to assess the service.
- 4.13 In developing methods of monitoring, you may wish to consider and adopt where appropriate:
- local indicators as outlined in the Audit Commission's library of indicators;
  - local indicators that you have developed to measure the performance and effectiveness of your service(s) and those of other providers; and
  - local indicators that you have agreed on to assist in the delivery of other strategies, for example the local Crime and Disorder Strategy.

- 4.14 Your governing body are responsible for receiving regular reports on how the policy is reducing the effect of ASB.

*Data collection*

- 4.15 The ODPM publication *Tackling Anti-Social Behaviour in Mixed Tenure Areas* (March 2003) identified several areas where data collection is used, some of which will be directly relevant to you:

- evaluating the effectiveness or otherwise of particular initiatives;
- identifying key priorities and issues of concern;
- helping understand the nature and location of problems and hot-spots;
- distinguishing between different types of behaviour.

- 4.16 Your statement of procedures should state:

- how incidents are categorised;
- what data will be collected;
- how it will be collected; and,
- what it will be used for.

## CHAPTER 5

### CONTENT OF THE SUMMARY, AND PUBLICATION OF THE STATEMENT AND SUMMARY

#### Availability of the statement and charges

- 5.1 You must have the statements available for inspection and provide copies (for which you may charge a reasonable fee) at your principal office (see S218A (5)(a) and (b) of the 1996 Act).
- 5.2 You must be able to produce the statements if requested without undue delay, and in a clear and up-to-date form. Similarly, you should make a copy available without undue delay. Any fee charged should not be higher than necessary to cover the costs of producing the copy.

#### Preparation and provision of a summary

- 5.3 You must prepare a summary of your current policy and procedure, and provide a copy to any person who requests it. It would be good practice to distribute this widely (for example distribution to tenants groups or coverage in newsletters). This must be done free of charge (see s.218A (6)(a) and (b) of the 1996 Act).
- 5.4 The purpose of the summary is to provide information to tenants, residents and other interested parties on your ASB policies and procedures in a clear and accessible format.
- 5.5 The summary should cover the policies and procedures outlined in the statements. It should be published to the same timetable as the statement.
- 5.6 As the summary must reflect current policies and procedures, you must review the summary every time the statement is revised.
- 5.7 Publication may be in various formats, including to a website, at your discretion. However, the summary must be available in printed hard copy form and should be available in translation and other versions (Braille, large print).
- 5.8 You may supplement the statements and summary with a range of information leaflets.



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RAISING THE STANDARD FOR HOMES AND NEIGHBOURHOODS