



LET-BUY-INVEST PROPERTIES

Nuisance & Anti-Social Behaviour Policy

Effective Date: 01/07/2026 | Version: 1.0 | Policy Owner: LBI-JN

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1. Purpose

Let-Buy-Invest Properties ("the Company", "we", "us", "our") is committed to providing safe, peaceful, and well-managed accommodation for all tenants, residents, and neighbouring communities. This policy sets out how we define, report, investigate, and respond to nuisance and anti-social behaviour (ASB) linked to our managed properties, and how we balance firm, fair enforcement with support for vulnerable residents.

2. Scope

This policy applies to all tenants, occupiers, and licensees of properties managed or let by Let-Buy-Invest Properties, including standard tenancies, lettings, and temporary accommodation placements made on behalf of local authorities. It covers behaviour by a resident, a member of their household, or their visitors, that affects neighbours, other residents, staff, contractors, or the wider community, whether it takes place within the property, in communal areas, or in the immediate locality.

3. Definitions

Nuisance and anti-social behaviour includes, but is not limited to:

- Excessive noise, including loud music, shouting, or disruptive parties, particularly at night
- Verbal abuse, threats, harassment, or intimidation of neighbours, staff, or contractors
- Violence or threats of violence
- Criminal or illegal activity carried out from or affecting the property, including drug-related activity
- Damage to property, communal areas, or shared facilities
- Fly-tipping, littering, or failing to maintain the property to a reasonable standard so as to cause a nuisance
- Harassment or discrimination against another person because of a protected characteristic
- Keeping pets in a way that causes noise, mess, or danger to others, in breach of tenancy terms
- Any behaviour causing alarm, distress, or harassment to neighbours or the local community

Reports of domestic abuse are treated separately and with additional sensitivity under our safeguarding procedures, and will not be handled solely as a tenancy enforcement matter against the victim.

4. Our Approach

We aim to:

- Respond promptly and take all reports of nuisance and ASB seriously
- Act proportionately, using early and informal resolution wherever appropriate before considering formal or legal action
- Support vulnerable tenants, including those experiencing harassment, discrimination, or domestic abuse
- Work in partnership with the police, local authorities, and support agencies where appropriate
- Keep those reporting nuisance informed of progress, subject to data protection obligations
- Take firm enforcement action, including tenancy enforcement or eviction, where behaviour is severe, persistent, or poses a risk to safety

5. How to Report Nuisance or Anti-Social Behaviour

Reports can be made through any of the following channels:

- Email: info@let-buy-invest.co.uk
- Post: Let-Buy-Invest Properties, 200b Mitcham Road, CR0 3JG
- Telephone: 0800 158 3548 (24 hours)
- Online: www.let-buy-invest.co.uk

Where there is an immediate risk to safety, or a crime is in progress, the person affected should always contact the Police on 999 (emergency) or 101 (non-emergency) first, and then notify us so we can take any further tenancy-related action.

5.1 Temporary Accommodation Placements

For clients placed with us by a local council, nuisance or ASB concerns relating to their placement must first be reported to us directly so we can investigate and respond under this policy. If the client or affected party remains dissatisfied following our response, the matter should then be raised with the placing council, consistent with our Complaints Handling Procedure.

6. Reporting and Investigation Process

All reports are handled through the following staged process:

Stage	What Happens	Timescale
Stage 1 – Report Received	Report logged (verbal, written, online, or via council/police referral); immediate risk assessed.	Acknowledged within 1 working day; same-day action if risk to safety

Stage	What Happens	Timescale
Stage 2 – Investigation	Case Officer gathers evidence: incident diary, witness statements, CCTV, police/council liaison as needed.	Investigation opened within 5 working days
Stage 3 – Action Taken	Informal resolution, mediation, verbal/written warning, acceptable behaviour agreement, or referral to legal team.	Action plan issued within 10 working days of investigation closing
Stage 4 – Formal / Legal Action	Where behaviour continues or is severe: formal notice, tenancy enforcement action, or eviction proceedings as a last resort.	Per notice periods required by law

6.1 Risk Assessment

Every report is risk-assessed on receipt to identify any immediate danger to the reporting party, other residents, or the alleged perpetrator, including safeguarding concerns involving children or vulnerable adults. High-risk reports are escalated immediately and may involve same-day contact with the police, adult or children's social care, or emergency housing measures.

6.2 Evidence Gathering

Where a report does not require emergency action, the designated Case Officer will gather evidence, which may include incident diaries, witness statements, correspondence, CCTV footage (where lawfully available), and liaison with police or council ASB teams. All parties involved will be given a fair opportunity to respond to allegations made against them before formal action is taken, except where this would compromise safety or an ongoing investigation.

6.3 Action and Enforcement

Depending on the severity, frequency, and evidence available, we may take one or more of the following actions:

- Informal resolution or mediation between the parties involved
- A verbal or written warning setting out the behaviour that must stop
- An Acceptable Behaviour Agreement or action plan with clear expectations and timescales
- Referral to support services, including mental health, substance misuse, or mediation services
- Formal notice under the tenancy agreement
- Legal action, including possession proceedings, injunctions, or eviction, used as a last resort where behaviour is severe, persistent, or presents a risk to others

Eviction will only be pursued where other reasonable steps have failed or where the severity of the behaviour (for example, violence, serious criminal activity, or safeguarding risk) makes it necessary to protect others.

7. Working with Partner Agencies

We work closely with the police, local authority ASB and housing teams, environmental health, and support agencies to address nuisance and ASB effectively. Where a tenant has been placed with us by a local council,

we will keep the placing council informed of significant ASB concerns and any enforcement action taken, in line with our placement agreement with that authority.

8. Supporting Vulnerable Residents

We recognise that a person reported for causing nuisance may themselves be vulnerable, for example due to mental ill health, substance dependency, learning disability, or being a victim of exploitation or domestic abuse. Wherever possible, we will consider whether support, rather than enforcement alone, is the appropriate first response, and will make reasonable adjustments in line with our obligations under the Equality Act 2010.

9. Confidentiality & Data Protection

Information provided by those reporting nuisance or ASB will be handled confidentially and in accordance with the Company's Data Protection Policy and applicable data protection legislation (including UK GDPR). We will not normally disclose the identity of a person making a report to the alleged perpetrator without consent, unless required by law, a court, or to prevent harm.

10. Recording, Monitoring & Reporting

All reports of nuisance and ASB are logged in a central ASB Register, recording the date received, nature of the report, risk assessment outcome, actions taken, and outcome. Records are retained for a minimum of 6 years in accordance with regulatory and legal requirements, and are reviewed periodically to identify patterns, repeat locations, or repeat perpetrators.

11. Staff Responsibilities

- All staff must record any report of nuisance or ASB promptly, regardless of how it is received
- Staff must escalate any report involving immediate risk to safety without delay
- The designated Case Officer is responsible for investigating reports and ensuring timescales in this policy are met
- Directors/Senior Managers are responsible for authorising formal or legal enforcement action

12. Policy Review

This policy will be reviewed at least annually, or sooner if required by changes in legislation, regulatory guidance, or local authority placement requirements, to ensure it remains effective and compliant.

13. Contact Details

To report nuisance or anti-social behaviour, or for questions about this policy, please contact:

- Complaints & ASB Handler: Jelena Nasi

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- Email: jelena.nasi@let-buy-invest.co.uk
 - Telephone: 0800 158 3548 (24 hours)
 - Address: 200b Mitcham Road, CR0 3JG
 - Website: www.let-buy-invest.co.uk
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Approved by: JN Date: 01/07/2026 Next Review Date: 01/07/2027