

Fresh Anti-Social Behaviour and Drug Taking Policy Statement

At Fresh, we believe all our residents want to live in a safe and clean environment where individuals respect each other, their home, and the local community. Having peace of mind in the place called home is so important for wellbeing and general happiness. Therefore, we take seriously anti-social behaviour that may occur from time to time, from a small minority of residents whose anti-social behaviour makes other people's lives a misery.

We treat anti-social behaviour with our highest priority taking a zero-tolerance approach to all forms of anti-social behaviour including irresponsible disposal of rubbish, graffiti, smoking in undesignated areas, noise, intimidation, violence and illegal activity including the use of illegal drugs and highs on our premises.

We want to ensure our buildings are communities where our residents can flourish, invest in the community and where residents feel pride, optimism and hope.

Our Management of Anti-Social Behaviour

Residents will be asked to make themselves familiar with their Tenancy Agreement which contains clauses relating to anti-social behaviour.

Where behaviour is persistent and or of a serious level, we may take legal action to end the tenancy agreement of the perpetrator.

We have a zero-tolerance to drug taking and will always report occurrences to the Police.

If illegal drugs or drugs paraphernalia are found, we will report this to the police and fully cooperate with their investigations which may result in prosecution.

Where necessary the police will also be called to deal with incidents of anti-social behaviour.

Fresh will always cooperate fully with the university, local authorities, or other external agency relevant to an incident of anti-social behaviour.

If serious anti-social behaviour is reported to your university or academic institution, your enrolment may be at risk.

Reporting Anti-Social Behaviour

If you have experienced or have any concerns about anti-social behaviour this should be reported to our Residents' Team who will immediately take steps to investigate and provide support as needed. Depending on the nature of the incident, we may also recommend you report the matter to the Police.

Where an incident occurs outside of our normal working hours, our onsite Security team or Out of Hours helpdesk can be contacted.

If at any time you believe you or any other person is at immediate risk, you should contact the emergency services by calling 999 and asking to speak with the Police.

What Is Anti-social behaviour?

Section 2(1) Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

- A)** Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.
- B)** Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of a residential premises.
- C)** Conduct capable of causing housing related nuisance or annoyance to any person.

The anti-social behaviour may be directed towards our team members, other residents, our neighbours, contractors or other visitors to our properties and can include the following activities:

- Use of items (including food) in communal kitchens that is not your own.
- Smoking within the building, including the use of e-cigarettes.
- Tampering with the property fire alarm equipment including smoke alarms.
- Not disposing of rubbish in the appropriate receptacle.
- Littering, fly tipping, dumping of rubbish in the property or surrounding area.
- Vandalism including graffiti.
- Congregating in communal/outside areas of the property late at night and displaying rowdy or other behaviour likely to cause disturbance to others.
- Using communal areas to entertain guests late at night, or without permission.
- Having a guest stay over for more than three nights on a regular basis resulting in complaints – Student Properties.
- Nuisance, noisy or inconsiderate behaviour including but not limited to loud music/television volumes, shouting and playing musical instruments, especially where these occur during our designated quiet hours of 11pm – 7am.
- Misusing fireworks or setting fireworks off within the grounds of the property or any public area.
- Having an animal that causes noise, mess, or disturbance – where permitted in Non-Student properties.
- Abandoned, inconsiderate or inappropriate use of vehicles including electric scooters, segways and bicycles.
- Drunken behaviour.
- Language which is threatening/aggressive or abusive.
- Harassment or victimisation based on an individual's race, sexual orientation, gender, disability, age, religion, pregnancy or maternity status or socio-economic status.
- Drug taking including the use of legal highs.
- Physical violence, threats of violence or behaviour which is intimidating and or aggressive behaviour.
- Any illegal activity such as drug dealing.
- Breaking lockdown restrictions (where a government sanction has been imposed).

If you are having minor problems with the behaviour of other residents, we encourage you to first try to resolve the issue on your own. Issues often arise from misunderstandings, so the best starting point is approaching the other resident to discuss the matter in a relaxed manner.

This approach often leads to an immediate solution and helps build new friendships. If you do not find this helps, you can call our Residents' Team for advice. Depending on the situation, we may recommend a meeting takes place between those affected by the behaviour, e.g. in the case of some flatmates not taking their turn to clean the kitchen, a full apartment meeting may be appropriate which a member of our team will facilitate.

If the anti-social behaviour is of a more serious nature, the Escalation Process will be triggered.

Escalation Process

There are various ways we may become aware of anti-social behaviour however once notified we will always carefully consider the nature, impact, and seriousness of the reported behaviour. In some cases, our General Manager may decide to speak to the individual involved informally. Should this occur and the behaviour subsequently be repeated, the escalation process will always be triggered.

Conversely, if an incident is deemed to have had an impact on a number of individuals and/or is of a serious nature, the General Manager will have discretion to escalate straight to Stage 2 or 3 of the process.

Our 'Be' Wellbeing Program is centred around our 4 pillars, of which 'Be Supported' is key. This reflects our commitment to support all residents, and this will be evident throughout the escalation process for both the recipient and perpetrator of the behaviour.

This may include putting you in touch with university support services and signposting you to independent organisations who will be able to offer advice. We will recommend that you make your Guarantor aware of what has happened or where this is not possible, that you speak with a friend or family member for additional support.

Stage 1

Where an investigation is deemed necessary, the General Manager will arrange a face-to-face meeting with the alleged perpetrator(s) to understand what has taken place.

The purpose of this is to provide an accurate understanding of the incident to enable an informed outcome to be reached.

If we establish the behaviour did occur, we will then agree the next steps to be taken which may include:

- Issuing a 1st warning letter which in some cases may be copied to the Guarantor.
- Notifying the Police if illegal activity has taken place.
- Applying a charge if damage has been caused to the Landlord's property – this will be due for immediate payment.
- Informing in writing the subject of the investigation should it be found there was no incident, or the behaviour does not warrant any action.

Stage 2

A second incidence of anti-social behaviour will result in the alleged perpetrator(s) being invited to a Stage 2 face to face meeting.

The process followed will be as at Stage 1 however the outcomes will reflect that this is a 2nd incident of the behaviour. Steps may include:

- Issuing a 2nd warning letter with a copy sent to the Guarantor. This will detail that further occurrence may lead to eviction proceedings being commenced.
- Notifying the Police if illegal activity has taken place.
- Notifying the Fire Brigade where firefighting equipment has been tampered with.
- Notifying the local authority where environmental offences have occurred.
- Notifying the university depending on the nature of the incident.
- Applying a charge if damage has been caused to the Landlord's property – this will be due for immediate payment.
- Informing in writing the subject of the investigation should it be found there was no incident, or the behaviour does not warrant any action.

Stage 3

A face to face meeting will be held to establish and the alleged behaviour investigated to determine if it occurred.

Where this is confirmed, the perpetrator will be advised that Fresh will now recommend to the Landlord that eviction proceedings be commenced.

This will be confirmed in writing and the necessary documents served depending on the location of the property.

In line with previous steps, if it is found there was no incident, or the behaviour does not warrant any action this will be confirmed in writing.

Informing in writing the subject of the investigation should it be found there was no incident, or the behaviour does not warrant any action.