

Ockley Housing Association Unacceptable Behaviour Policy

1. Purpose

This policy sets out how the Ockley Housing Association ('OHA') will address unacceptable behaviour by leaseholders, tenants or other residents directed at our management committee, our managing agent, its employees or authorised contractors. It ensures a safe working environment, outlines prohibited conduct, and describes the limited circumstances in which legal escalation may follow.

2. Scope

This policy applies to interactions from leaseholders or occupants of properties managed by OHA toward our management committee, our managing agent, its employees or authorised contractors. It does not cover behaviour between neighbours, which is dealt with under separate policies.

3. Definitions of Unacceptable Behaviour

Unacceptable behaviour under this policy includes any of the following:

- Verbal abuse, including shouting, swearing or insults
- Threats or intimidation, whether in person, by phone, email or social media
- Harassment or repeated unwelcome contact
- Vexatious or malicious allegations against staff
- Persistent requests for action where the OHA has explained these are not within its remit or the requested action is not realistically possible.

4. Legal Context for Escalation

Where behaviour may amount to actionable harassment or serious nuisance, we reserve the right to escalate under:

- Protection from Harassment Act 1997 – for civil harassment injunctions
- Anti-social Behaviour, Crime and Policing Act 2014 – for civil injunctions or criminal behaviour orders

Should such an order be granted or a qualifying conviction secured, this may provide grounds for possession proceedings under the Housing Act 1988. No eviction action will be taken without first obtaining the requisite order or conviction.

5. Response Procedure

1. Incident Logging. We record every report of unacceptable behaviour, capturing date, time, nature of conduct and any evidence.
2. Warning Letter. We send a written warning citing this policy, the specific conduct, and statutory references (Harassment Act 1997; ASB Act 2014).
3. Communication Restrictions. Continued abuse may result in contact being limited to a single staff point or written-only correspondence.
4. Breach Notice. If behaviour persists, we issue a formal notice of breach under the tenancy agreement or lease, requiring compliance within 14 days.
5. Legal Escalation. Only after persistent breach do we apply for an injunction or criminal behaviour order. Eviction proceedings follow only if and when a court order or conviction is in place.
6. Police Referral. Any threats of violence or assault will be referred immediately to the police.

6. Record-Keeping and Review

All stages of the procedure are documented in our incident management system in line with data-protection requirements. This policy will be reviewed annually or sooner if legal changes or recurring incidents indicate the need for update.