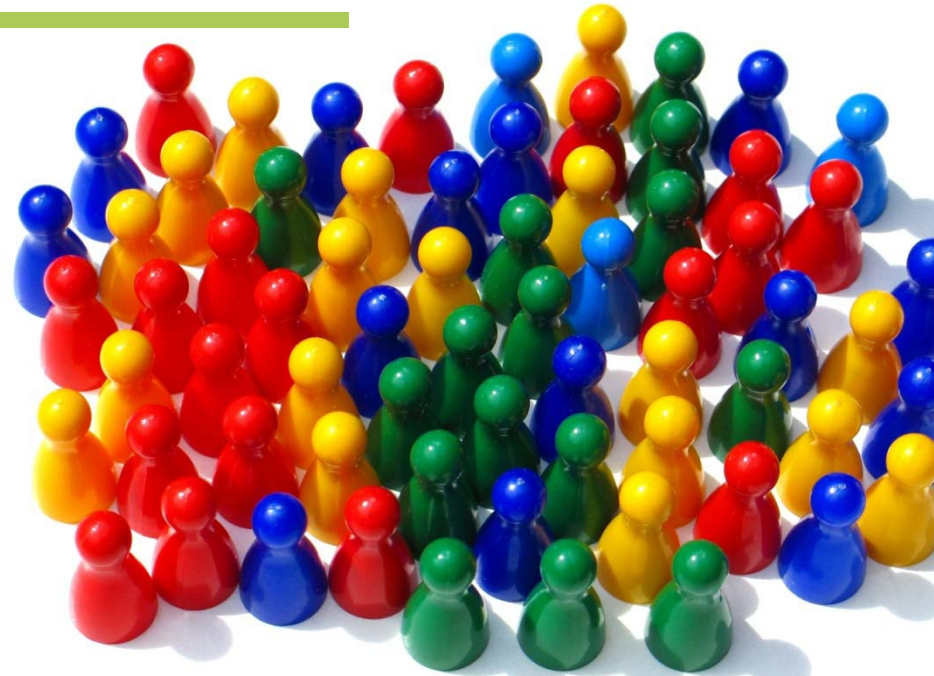


# Anti-social Behaviour

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# The Team

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- **Joe Mullis**, ASB Manager
- **Andrew Nowakowski**, ASB Officer
- **Rabia Arbi**, ASB Officer



# Who are Richmond Housing Partnership

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- **Registered Social Landlord**
- **Regulated by the Tenant Services Authority**
- **Own and Manage 10000 properties in Richmond and Hounslow**



# What do the RHP ASB Team do?

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- **We respond to serious reports of ASB**
- **We work in partnership with a number of agencies**
- **Initiate preventative & early intervention actions**
- **Initiate Enforcement actions**



# What are our challenges?

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- **Managing customer expectations**
- **Being clear about what we can and can't do**
- **Being consistent around enforcement**



# Non-Legal & Legal Remedies

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## Non-Legal

- **Warning Letters**
- **Mediation**
- **Acceptable Behaviour Contracts**
- **Parental Control Agreements**

## Legal

- **Injunctions**
- **ASBOs**
- **Demotion of Tenancies**
- **Possession Proceedings**



# CASE SCENARIO

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