

M&G Affordable Living RP Limited (“MAL”)

Anti-Social Behaviour Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

Created: February 2026

Review: February 2028

Authors: Director Asset Management

Our policy statement

- 1.1. MAL’s guiding principle in tackling Antisocial Behaviour (ASB) is to protect our tenants’ rights, including the quiet enjoyment of their home, and support them in sustaining their tenancy where cases of ASB are reported.
- 1.2. We are committed to minimising instances of ASB in our communities and understand the duty of care in such circumstances. We will ensure that our colleagues have an appropriate level of training and support to deal with reported ASB incidents.
- 1.3. We will ensure that managing agents that we employ to manage our shared ownership portfolio will also have appropriate ASB policies in place and that their employees have had an appropriate level of training and guidance to support our tenants when needed.
- 1.4. We will take a victim-centred approach to all ASB reports, making sure that we understand the seriousness of the incident and consider the harm and impact that the incident has on our tenants and any other victim(s) affected.
- 1.5. We will set out the level of help and support being offered, and the actions that we propose to take, in an action plan in order to formally investigate the allegation. We will apply a suitable priority to each ASB case and make sure that our tenants are kept fully informed at each stage of our investigation.
- 1.6. The actions that we take will be proportionate to the seriousness, impact and frequency of the behaviour being reported and consider the level of risk that it poses to our tenants, based on the evidence available relating to the case.
- 1.7. Where necessary, we will take a multi-agency approach, including supporting our managing agents, the Police and Local Authority partners, to make sure of the victim’s immediate safety and to work to resolve all reported cases of ASB at a strategic, regional or local level.
- 1.8. In cases of noise nuisance, our approach will be fair and reasonable, particularly in those instances where the noise is non-statutory and therefore deemed not to be antisocial behaviour.
- 1.9. In cases where a person causing ASB needs additional help or assistance to prevent their behaviour re-occurring, we will take reasonable steps to help them access support. When considering such action, their needs will be considered against the impact of their behaviour on our tenants and others within the wider community.

2. The scope of this policy

- 2.1. This policy applies to all homes owned and managed directly by MAL and the appointed managing agents acting on its behalf.
- 2.2. This policy applies to all homes. However, we acknowledged that there may be restrictions on the action we are able to take depending on the tenancy type.
- 2.3. The term ASB, including actions such as hate incidents and harassment, describes actions by a person or group of people that unreasonably interfere with a person’s use and enjoyment of their home, garden, or neighbourhood. It may also affect people connected with the property such as our colleagues, managing agents or third parties acting on our behalf.
- 2.4. This policy has been developed in accordance with:

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- Antisocial Behaviour Act 2003.
- Antisocial Behaviour Crime and Policing Act 2014.
- Regulator of Social Housing – Consumer Standard.
- Domestic Abuse Policy.
- Shared Ownership Policy.

3. Equality, diversity and inclusion statement

- 3.1 MAL will develop and implement operational policies and procedures that provide a fair, accessible and friendly service and will ensure none of its employees or customers are treated less favourably. This principle also extends to managing agents acting on our behalf.
- 3.2 Through our managing agents, we will seek to identify the needs of disadvantaged groups in the areas in which we operate and to ensure that all groups and individuals can access housing and support services on a fair and equitable basis.
- 3.3 We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic defined within the Equality Act 2010.
- 3.4 MAL is committed to ensuring all services are accessible to all our customers. Our staff will be trained to ensure they are communicating appropriately with our customers, and they have the relevant information. On request, we will provide translations of all our documents, policies, and procedures in various languages and formats including braille and large print.

4. Policy review

We will review this policy at least every two years to make sure it remains relevant and accurate, or more frequently where:

- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy or procedure as a result of customer, colleague or stakeholder feedback, complaints, or findings from an independent organisation.
- We become aware of any circumstances which may affect the content of this policy.

5. Version Control

Version.	Checked by.	Amendments.	Date of Approval.	Review date.
V1.0	Director Fund Management	Policy adoption.	Feb. 2026	Feb. 2028