

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

Hate Crime Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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1. Policy Statement

This policy sets out our approach to preventing, identifying and responding to hate crime and hate incidents on our estates. It supports our commitment to creating safe, inclusive communities and ensures compliance with relevant legislation and regulatory requirements.

This policy must be read alongside the Anti-Social Behaviour (ASB) Policy which outlines the wider framework for managing ASB cases, including hate-related incidents.

We are committed to:

- Raising awareness of hate crime
- Encouraging reporting
- Preventing and deterring incidents
- Supporting victims
- Promoting community cohesion.

2. Scope.

This policy applies to:

- All homes managed directly by M&G Affordable Living or its managing agents.
- All tenancy types including general needs social housing and shared ownership homes.

The action we are able to take may vary depending on the tenancy type and legal powers available.

3. Legislative Framework

This policy has been developed with reference to relevant legislation, including:

- Antisocial Behaviour Act 2003
- Criminal Justice Act 2003
- Public Order Act 1986
- Crime and Disorder Act 1998
- Protection from Harassment Act 1997

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- Racial and Religious Hatred Act 2006
- Housing Acts 1985, 1988 and 1996
- Anti-terrorism Crime and Security Act
- Other legislation referenced within the ASB Policy.

4. Principles

We recognise the significant impact hate crime can have on individuals, families and communities. Our approach is based on the following principles:

- All reports will be treated seriously, sensitively and confidentially.
- Hate incidents will be addressed promptly and proportionately.
- We will take a victim-centred approach.
- Reports will be treated as hate-related where the victim or a third party perceives them to be motivated by prejudice, unless clearly proven otherwise
- We will provide additional support where victims are vulnerable.
- We will promote equality, diversity and inclusion across our communities.

5. Definition of Hate Crime

We define hate crime as:

Any criminal offence or incident perceived by the victim or another person to be motivated by hostility or prejudice based on disability, race, religion, sexual orientation, or transgender identity (whether real or perceived).

We also recognise hate incidents based on:

- Age
- Gender
- Alternative subcultures.

Hate incidents can include:

- Verbal or online abuse
- Harassment
- Threats or violence
- Criminal damage or arson
- Exploitation of vulnerable individuals (mate crime).

Repeated incidents that may not individually constitute a crime can still cause significant harm and may amount to harassment.

6. Prevention and Awareness

We seek to prevent hate incidents by:

- Setting clear expectations for respectful behaviour
- Promoting awareness and reporting methods
- Monitoring data to identify trends or hotspots.
- Working with partners and communities to promote cohesion
- Supporting national campaigns such as Hate Crime Awareness Week.

7. Reporting and Encouraging Disclosure

We encourage residents, managing agents and third parties to report hate incidents. To support this, we will:

- Provide clear and accessible reporting channels.
- Offer a supportive and non-judgmental response.
- Accept reports from victims, witnesses or third parties.
- Promote the use of Third-Party Reporting Centres
- Monitor data to identify and address potential underreporting.

8. Risk Assessment and Response

All reported hate incidents will be treated as high risk. Our response may include:

- Meeting and/or discussing the incident with victims, either in person or online.
- Assessing safety risks
- Providing additional security measures where appropriate
- Referring victims to specialist support services.

Where necessary we may:

- Contact the police where there is immediate risk.
 - Arrange for emergency accommodation or support relocation requests in line with our Lettings and Allocations Policy.
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9. Enforcement and Action

We do not tolerate hate crime. Where evidence exists, we will use the full range of tools and powers available, including those outlined in the ASB Policy, to take proportionate action against perpetrators.

10. Supporting Victims

We recognise the significant emotional and psychological impact of hate incidents.

We will:

- Provide additional communication and reassurance.
- Signpost or refer victims to specialist support organisations.
- Explore restorative justice options where appropriate.

Where appropriate, we will also work with partners to support behavioural change for those responsible for the behaviour.

11. Partnership Working

We work closely with:

- Police
- Local authorities
- Housing providers
- Fire services
- Voluntary and community organisations

We will raise awareness, share information and coordinate responses to hate crime.

12. Equality and Accessibility

We are committed to ensuring our services are accessible, fair and inclusive.

This policy supports our duties under the Equality Act 2010, and we will provide information in accessible formats such as:

- Translations
 - Braille
 - Large print.
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13. Implementation

This policy should be read alongside:

- Anti-Social Behaviour Policy
- Safeguarding Policies
- Vulnerability Policy
- Allocations Policy.

Our managing agents are responsible for supporting the delivery of this policy.

14. Training and Engagement

Staff will receive training to:

- Identify and respond to hate incidents.
- Support vulnerable residents.
- Record and manage cases appropriately.

Customer feedback and engagement will be used to improve policy implementation.

15. Policy Review

This policy will be reviewed at least every two years, or sooner if required due to:

- Legislative or regulatory changes
- Operational learning
- Customer feedback

16. Version Control

<u>Version.</u>	<u>Checked by.</u>	<u>Amendments.</u>	<u>Date of Approval.</u>	<u>Review date.</u>
MAL_Affordable Living Limited_	Director Fund Management	<u>Policy adoption.</u>	<u>Feb. 2026</u>	Feb <u>2028</u>

