

The Charity of Mrs Mabel Luke

Elendil, New Road, Newbury,
Berkshire, RG14 7RX
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Charity Commission Reg. no: 236518
Registered Provider no: 4840

Anti-social behaviour policy

1. The Charity aims to promote a safe and secure environment for its residents and will not tolerate anti-social or criminal behaviour.
2. The Charity considers anti-social behaviour to be behaviour which is capable of causing nuisance or annoyance to any of the following:
 - Another Mabel Luke Place resident
 - Visitors to Mabel Luke Place
 - Mabel Luke Place's neighbours
 - Someone working for the Charity, wholly or partly in connection with its housing management functions. This includes Directors, employees and contractors
3. The Charity is committed to working with its residents and other stakeholders to prevent anti-social behaviour and create a culture of respect.
4. Licence holders are responsible for their own behaviour and that of their household and their visitors. Any anti-social behaviour could result in the setting aside of their appointment.
5. Residents are encouraged to report any behaviour they consider to be anti-social. Reports will be accepted in writing, by telephone or in person and will be treated as confidential as far as possible.
6. The Charity will investigate such reports and will seek to resolve the issue.
7. Anonymous reports will be accepted but it might not be possible to take any action.
8. The Charity will refer the matter to an independent mediation service if this is appropriate.

9. The Charity will take appropriate action to prevent or stop anti-social behaviour, collaborating with the police, West Berkshire Council and other agencies as necessary.