

# **Antisocial Behaviour Policy**

**Portal Estate Management**

**Version 2.0 | July 2025**

# Antisocial Behaviour (ASB) Policy

Issued by Portal Estate Management Ltd | Version 2.0 | July 2025

## 1. Purpose

This policy sets out Portal's approach to preventing, managing, and resolving incidents of antisocial behaviour (ASB) within the Eddington community. It aims to protect the safety, comfort, and wellbeing of all residents and visitors by promoting respectful and considerate living.

This policy is reviewed regularly to reflect changes in operational practices or legislation. The most recent version is always available at:

 <https://eddington-cambridge.co.uk/legal-policies>

## 2. Scope

This policy applies to:

- All residents occupying properties managed by Portal at Eddington, including student accommodation and key worker housing
- Residents' visitors and guests
- Behaviour occurring in private residences, shared communal areas, and external spaces within the Eddington development

## 3. Definition of Antisocial Behaviour

Antisocial behaviour is defined as conduct that causes or is likely to cause harassment, alarm, distress, or nuisance to others. Examples include, but are not limited to:

- Persistent or excessive noise (e.g., loud music, parties, shouting)
- Verbal abuse, intimidation, or threatening behaviour
- Harassment, including hate incidents or discriminatory remarks
- Vandalism, graffiti, or property damage
- Drug misuse or dealing
- Misuse of communal facilities (e.g., gyms, car parks, stairwells)
- Fly-tipping or improper waste disposal
- Unauthorised gatherings in shared spaces

## 4. Portal's Commitment

Portal is committed to:

- Promoting a safe and respectful community at Eddington
- Responding promptly and proportionately to all ASB reports
- Supporting victims and taking appropriate steps to prevent recurrence
- Working in partnership with the University of Cambridge, local authorities, and law enforcement when necessary

## 5. Reporting Antisocial Behavior

For emergencies or criminal activity, residents should contact Cambridgeshire Constabulary by dialing 999.

For non-urgent reporting the police have asked residents to report incidents via the online link <https://www.cambs.police.uk/ro/report/>.

Reporting non-emergencies will assist in developing a greater understanding of incidents and activities across Eddington and the local community.

Residents are encouraged to report ASB as soon as possible. Subsequent reports be made to Portal via email: [portal@eddington-cambridge.co.uk](mailto:portal@eddington-cambridge.co.uk)

Portal will collate any information that you report to the police, but informing Portal of incidents does not replace the need to report incidents directly to the police.

When reporting ASB, please provide:

- The date and time of the incident(s)
- A description of what occurred
- The location
- Any identifying details of those involved (if known)

If you are experiencing antisocial behavior in managed block or accommodation, please contact the building landlord or building management company directly.

## 7. Resident Responsibilities

All residents are expected to:

- Respect the rights and wellbeing of neighbours and the wider community
- Adhere to tenancy/license terms
- Ensure that guests and visitors act responsibly
- Cooperate fully with investigations and remedial action when required

## 8. Persistent or Serious Behaviour

In cases involving persistent ASB, or behaviour that is violent, threatening, or criminal, Portal will:

- Refer the matter immediately to the police or safeguarding authorities
- Take urgent steps to protect those affected
- Consider legal proceedings or termination of tenancy/license