

EXAMPLE ASB PLAN

Pre Tenancy

We ensure that the following checks are carried out prior to granting any tenancy:

- A reference is obtained from the previous landlord, where a previous tenancy has been held. This reference is verified by contacting the landlord in all cases.
- Where no previous tenancy has been held, prospective tenants will be required to supply details of any previous addresses they have lived at in the last twelve months.
- Proof of identity. Two forms of proof are required, one of which must relate to the tenant's previous address e.g. a utility bill, picture driving licence, official letter etc.
- A review of open source information is undertaken (internet) to include, but not limited to, Google and social networking sites.
- A personal interview is undertaken to cover tenants financial/employment status and any issues likely to impact on their tenancy e.g. Drug/alcohol dependency or criminal convictions/ history.
- Where the above checks raise concerns, the landlord may request the tenant to supply a disclosure and barring check.
- Where prospective tenants refuse to cooperate in the pre-tenancy process then no tenancy will be offered.

Tenancy Agreement

- The tenancy agreements we use are written in a language and format suitable for the individual tenant.
- All tenancy agreements include a clause in respect of Anti-Social Behaviour, "ASB". This clause outlines what is classed as ASB and the processes for dealing with it.
- A copy of the tenancy agreement used is attached.

ASB Management

- Upon receipt of a complaint of ASB we record the details of the complaint and undertake an investigation of the facts alleged and seek assistance from statutory agencies e.g. The Police and the Council.
- Following investigation of a complaint where ASB is identified, we will issue an appropriate sanction dependant on the severity of ASB. This will be in accordance with the processes outlined within the tenancy agreement and range from a verbal/written warning to the issuing of a Section 21 notice. Where appropriate identified risks will be managed by means of an acceptable behaviour contract or similar. If necessary immediate possession of the property will be sought through the courts.

Post Tenancy

- On completion of any tenancy we undertake to supply a written reference outlining the tenants conduct during the term of the tenancy. This reference will detail any causes for concern e.g. any incidences of anti social behaviour, damage to the property or rent arrears. A copy of this reference will be supplied directly to a prospective landlord upon request.

We have provided guidance on laws and procedures for your information. However you should not treat any Notes or Guidance as a complete or authoritative statement of the law. You should also consult the actual legislation which is relevant to you. Assistance can be sought from a Housing Licensing officer on 01253 477477 or housing.licensing@blackpool.gov.uk.