

Appendix A - ASB and Action Log

Anti-Social Behaviour Procedure

As a landlord or licence holder, you have a legal and ethical responsibility to address reports of Anti-Social Behaviour (ASB) involving your tenants, their visitors, or others occupying the property. You are expected to take appropriate action to resolve and prevent further incidents.

If your property is located within a Selective Licensing Designation, it is a condition of your licence to address ASB. Failure to do so constitutes a breach of licence conditions under the clause titled 'Preventing and Reducing Anti-Social Behaviour'.

How to Prevent Anti-Social Behaviour

- **Tenancy Agreement Clause**

Ensure your tenancy agreement includes a clause stating that the tenancy may be terminated if anti-social behaviour is confirmed through appropriate legal processes. Make sure the tenant understands this clause. If the tenant has limited English proficiency, you must provide the tenancy agreement in a language or format they can understand.

- **Implement an ASB Procedure**

If you do not already have an Anti-Social Behaviour Procedure in place, follow the steps below and use the supporting documents provided.

Step-by-Step Guide to Managing ASB

1. **Gather Information**

Collect as much information as possible about the ASB complaint. Speak directly with the complainant—this could be a neighbour, Burnley Borough Council's Selective Licensing Team or ASB Team, Neighbourhood Watch, or the Police.

Take detailed notes of all communications. If complainant is a neighbour, advise to log a report with Burnley Councils ASB Team online at www.burnley.gov.uk/asb

2. **Verbal Warning**

Speak with the tenant to make them aware of the issue and explain that their behaviour (or the behaviour of visitors) is unacceptable. Refer them to the ASB terms outlined in their tenancy agreement.

Confirm the conversation in writing (email or letter). Keep a record of this interaction using the ASB Log (Appendix A).

3. **Written Warning**

If the issue persists and you receive further evidence, issue a written warning. The letter should detail the complaints received and clearly state the consequences of continued ASB.

Use the example letter provided (Appendix B) if needed.

4. **Final Written Warning**

If reports of ASB continue, send a Final Written Warning. This letter should restate the previous warnings and inform the tenant that further incidents will result in legal action, such as serving an eviction notice.

Appendix A - ASB and Action Log

5. **Serve an Eviction Notice** – If all previous steps have failed to resolve the anti-social behaviour, you must take further action by serving the tenant with an eviction notice and applying to the court for a Possession Order. This may be done using either a **Section 21** or **Section 8** notice, depending on the circumstances.

It is recommended that you seek legal advice before proceeding. For more information, please refer to the government guidance: [Evicting tenants in England: Section 21 and Section 8 notices - GOV.UK](#) for further information.

Important Notes

- **Documentation is Crucial**
Keep a thorough record of all actions taken, including warnings issued and evidence received.
Use the **Action Log** provided to monitor the progress of each ASB case and ensure compliance with your licence obligations.

Appendix A - ASB and Action Log

Item	Details	Date Actioned
Property address		
Tenant's name		
Date and Details of the ASB complaint		
Person(s) responsible for the ASB		
Details of victim/witnesses of ASB		
Action to be taken by Licence Holder/Managing Agent (Within 7 days)		
Action taken by Selective Licensing Team/ ASB Team/ Police		
Response from occupier and agreed action to be taken by occupier		
Action if ASB continues Visit by Licence Holder/Managing Agent (within 7 days)		
Result of inspection		
Monitoring review period		
Further action?		
Conclusion		

Appendix A - ASB and Action Log

Appendix B - Proforma Sample Letter

Address of property

Date

Dear Tenant

ASB Procedure V1
May 2025

Appendix A - ASB and Action Log

Anti-Social Behaviour

I have received a complaint of Anti-Social Behaviour (ASB) at this property.

The nature of the alleged Anti-Social Behaviour is as follows:-

Insert text

You are reminded that, under the terms of your tenancy/licence agreement, you are bound by the following rights and obligations in respect of ASB:-

Insert text

As a result of this complaint we/I (licence holder/managing agent) propose to take the following steps to deal with the alleged anti-social behaviour effectively:-

Insert text

I/we expect you to co-operate in any way you can. We also expect you, as the tenant or licensee to take the following steps to address the ASB:-

Insert text

If the ASB behaviour continues at the property I/we as the licence holder/agent will consider taking further legal action which may mean we will take action to end your current tenancy :-

I/we will visit the property on [.....] to speak with you and if necessary, carry out an inspection of the property. We will continue to monitor and review the situation and to see if any further action is required.

I trust that I/we will have your full cooperation on this matter in resolving any issues of Anti-Social Behaviour caused by the occupiers and or visitors to the house.

Yours sincerely