Unacceptable Behaviour Policy

1. What this policy is about

1.1 At Livv Housing Group we are committed to providing high quality, fair and accessible services to all customers. We believe everyone has the right to be treated with fairness and respect and to have their home and neighbourhood managed in a safe and supportive way. It is important that our colleagues are also treated fairly and with respect when delivering those services.

1.2 We recognise that whilst most of our customers behave in a safe and respectful manner, unfortunately some behaviours or actions can make it difficult for colleagues to respond to enquiries, deal with issues or deliver services. It can put unnecessary or unreasonable demand on our services, and can be threatening, abusive or cause nuisance to both colleagues and contractors.

1.3 We are committed to taking early, proportionate, and effective action to manage such behaviour. We work in partnership with customers, colleagues, and external agencies to find fair and sustainable solutions.

1.4 This policy sets out how we manage and respond to reports of incidents of **unacceptable behaviour, unreasonable demands or unreasonable levels of contact**. It sets out the roles and responsibilities of colleagues and how we will make sure safe working practices are followed and that the appropriate action is taken when necessary.

1.5 This policy applies to:

- All Livv Housing Group Customers, whether as tenants, leaseholders, shared owners or other occupiers.
- Household members or visitors to properties managed by the Group.
- Any person interacting with the Group's colleagues, contractors, agents or representatives through any channel (face to face, by phone, email, social media, webchat, written correspondence).
- Behaviour which occurs in relation to the customer's tenancy or service relations with the Group, whether on Livv Managed property or via contact with services.

1.6 This policy should be considered alongside our Health & Safety Policy, Customer Access Policy, Anti-social Behaviour Policy, Safeguarding Policy, Complaints & Compliments Policy, Equality, Diversity & Inclusion Policy, colleague Health and Wellbeing Policy and Dignity at Work Policy.

This policy applies from 1 August 2026
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance, First Ark Social Investment

2. Our approach

2.1 Commitment to Fair and Safe Services

Livv Housing Group is committed to providing services that are **responsive, fair, and respectful**. We recognise that most customers engage with us appropriately and constructively. We aim to listen and be accessible, taking account of any communication or support needs, while also protecting colleagues, contractors, and other customers from unacceptable behaviour.

We will apply this policy fairly and consistently, making reasonable adjustments for customers with protected characteristics, disabilities, or vulnerabilities. We will consider individual circumstances such as mental health, learning disabilities, and communication needs, and seek to understand underlying causes of behaviour before applying restrictions.

2.2 Definition of Unacceptable behaviour, Unreasonable demands and Unreasonable levels of contact

2.2.1 **Unacceptable Behaviour** – Sometimes customers may be upset, angry or anxious about their interactions with Livv Housing; we will always try to help but we will not accept aggressive, abusive or threatening behaviour. Examples of this type of behaviour can include:

- behaviour or language (verbal or written) that may cause employees to feel offended, afraid, threatened or abused
- derogatory or discriminatory remarks, including racist, sexist, disablist, homophobic or transphobic comments
- using insulting or degrading language
- making serious allegations against us or others without any evidence
- publishing information about employees online including social media
- recording and publishing telephone discussions with employees that are taken without their consent
- contacting employees using their personal details or social media presence such as Facebook, Instagram, X or LinkedIn
- making threats to damage property owned and/or managed by Livv Housing.

2.2.2 **Unreasonable Demands** – Demands on our services can be deemed unreasonable if they impact our ability to provide a consistent service or it involves an excessive amount of employees' time, therefore impacting services to other customers. For example:

- repeated demands or contacts which are excessive, or which persist after the issue has been resolved
- refusal to co-operate with legitimate requests, repeatedly changing the basis of a complaint or service request without new information
- refusal to accept the outcome of a service process without making new and relevant points of challenge
- insisting on, or refusing to speak to employees
- repeatedly changing the substance of an enquiry or raising unrelated concerns

- refusing to cooperate by not providing information we request to allow us to help resolve the issue.

2.2.3 **Unreasonable levels of contact** – levels of contact become unreasonable when the amount of time spent managing it impacts our ability to progress the customer or service request, or our ability to service other customers, for example:

- lengthy telephone calls repeating the same points for discussion
- high volumes of information provided by email, webform, or post where the information repeats what has already been given
- copying our employees into emails with other parties where this is not necessary.

2.2.4 What is **NOT** unacceptable behaviour, unreasonable demands or unreasonable levels of contact:

Livv Housing Group recognises that customers have the right to raise concerns and engage with our services. The following behaviours should not be classified as such unacceptable or unreasonable:

- **Raising legitimate complaints or concerns** about services, decisions, or policies, even if persistent, provided they are communicated respectfully.
- **Requesting clarification or further information** regarding processes or decisions.
- **Expressing dissatisfaction or frustration appropriately**, without aggression, abuse, or harassment.
- **Using advocacy or support services** (e.g. family members, legal representatives, advocacy groups) to assist with communication or resolution.
- **Making repeated contact where there is genuine urgency or risk**, such as health, safety, or serious service failure.
- **Behaviours influenced by cultural or communication differences**, language barriers, or disabilities, which should be considered in context and addressed with reasonable adjustments.

2.3 Customer Responsibilities and Prevention

All Livv customers have a responsibility under their Tenancy Agreement to behave respectfully and as such customers are expected to:

- Engage with Livv Housing Group staff, contractors, and representatives in a respectful and constructive manner.
- Communicate clearly and appropriately, avoiding abusive, aggressive, or discriminatory language or behaviour.
- Cooperate with reasonable requests made by Livv staff in relation to their tenancy, service access, or complaint resolution.
- Raise concerns or complaints through the appropriate channels and allow Livv reasonable time to respond.
- Refrain from behaviour that places undue pressure on staff, disrupts services, or causes harm to others.
- Inform Livv if they require support, adjustments, or have specific communication needs that may affect their engagement.

2.4 **Managing Behaviour Proactively**

We will act when behaviour from a customer meets the definitions outlined in this policy. This includes applying proportionate measures such as restricting contact or access where necessary to maintain safety, wellbeing, and service integrity.

Our approach includes:

- **Clear Communication**: Setting expectations and working constructively with customers, promoting behavioural expectations and tenancy responsibilities.
- **Early intervention**, such as verbal and written warnings, when staff and/or contractors raise concerns.
- **Behaviour Agreements / Warnings**: Issuing formal agreements or warnings when behaviour continues.
- **Contact or Access Restrictions or Arrangements**: Applying proportionate, time-limited restrictions when necessary, or requiring visits to be conducted by more than one colleague.
- **Exceptionally Serious Behaviour**: Taking immediate steps such as terminating home visits, police referrals, or legal action in cases of violence, threats, or harassment.
- **Recording and monitoring incidents** to identify trends, support learning, and inform service improvements.

2.5 **Enforcement**

Livv Housing may issue verbal or written warnings, behaviour agreements or formal notices, depending on the severity and persistence of the behaviour.

In cases of serious or persistent behaviour, Livv may escalate enforcement through legal remedies, including injunctions, or in the most serious of cases, eviction in line with relevant legislation and internal procedures.

Proportionate restrictions may be applied to contact or service access, such as limiting communication channels, requiring appointments, or suspending home visits.

When a warning is issued for unreasonable behaviour or a contact restriction is applied, an alert will be added to a customer's account. This will be reviewed at three, six or twelve months dependent on circumstance and nature of incident. This will be communicated to the customer when applied to the account.

All enforcement actions, including customer alerts will be documented, reviewed regularly, and communicated clearly to the customer, with consideration given to fairness, proportionality, and individual circumstances.

If anyone disagrees with a decision of restricted contact or person warning alerts, they can request that we reconsider. An independent manager will then investigate by reviewing associated documentation and file notes and will write out to the customer with their findings and a decision explanation.

2.6 **Support for Customers**

Livv Housing Group recognises that challenging behaviour can sometimes arise from underlying issues such as stress, mental health, communication difficulties, or unmet needs. Where appropriate, we will:

- **Seek to Understand**: explore whether the behaviour is linked to, health conditions, additional support needs or communication barriers.
- **Offer Support and Signposting**: provide information about relevant support services, such as mental health, debt advice, or advocacy organisations.
- **Reasonable Adjustments**: make adjustments for customers with disabilities or additional needs, ensuring compliance with the Equality Act 2010.
- **Clear Communication:** explain expectations and consequences in a respectful, accessible way, using plain language and alternative formats if needed.
- **Collaborative Approach**: where possible, work with the customer to agree on behaviour standards and identify solutions before applying restrictions.
- **Referral to Other Teams:** in cases involving safeguarding or complex needs, refer to internal teams or external agencies for additional support.

3. Responsibilities

3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Communities is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	**Responsibility**
Customer Committee	Final approval of the policy
Community Safety Manager	Reviewing and amending the policy accordingly
Customer Facing Staff / Contractors	• Identify and report incidents of unacceptable customer behaviour via the near miss/incident reporting mechanism. • Incidents involving threatening behaviour and/or physical abuse are to be reported immediately to the police in addition to their line manager. • In some instances a signed statement of events will be required should the Group deem it necessary to pursue legal action. • Delivery of the Policy
Line Managers / Team Leaders	• Support staff in managing incidents. • Review report and determine escalation. • Depending on severity of report, speak with customer and determine appropriate action. • Make any appropriate referrals. • Ensure wellbeing support is offered.
Complaints Team	• Customer appeals

Role	Responsibility
Safety, Health and Environment (SHE) team	• Receive reports of Unacceptable Behaviour incidents • Record incidents in appropriate systems (i.e. Pentana, MRI Housing) • Advise of next steps and safety protocols. • Coordinate with Community Safety Manager / Team Leader and People Services where behaviour poses a risk to wellbeing or safety. • Ensure risk assessments are updated following incidents. • Advise on safety protocols for staff, especially lone workers or those conducting home visits. • Support staff debriefing and wellbeing after serious incidents.

4. Monitoring and review

4.1 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.

Control framework

Compliance

This policy supports compliance with:

- Section 2 of the Health and Safety at Work etc. Act 1974
- Regulation 5 of the Management of Health and Safety at Work Regulations 1999
- Protection from Harassment Act 1997
- Worker Protection (Amendment of Equality Act 2010) Act
- Equality Act 2010
- Regulator of Social Housing Transparency, Influence and Accountability Standard
- Housing Ombudsman Service Complaint Handling Code

Document control	
Version	1.0
Policy applies from	1 August 2026
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance; First Ark Social Investment
Approved by	Customer Committee
Approved on	22 July 2026
Replacing	New policy
Next review due by	July 2029
Responsible Executive Director	Executive Director - Customer
Policy author	Manager - Community Safety
Equality Analysis	April 2026
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	**Date of Review**	**Summary of changes made**
1.0	May 2026	New policy (unacceptable behaviour was previously covered in the Customer Access Policy and Complaints and Compliments Policy)