



## Managing Unreasonable Behaviour Policy - Quick Guide (V1.0).

### What this policy is about

This quick guide explains how Portsmouth Homes manages unreasonable behaviour in a fair, consistent and proportionate way. The aim is to maintain access to services while supporting the safety of residents, staff and contractors.

### Who it applies to (See policy: Scope, p.3)

This policy applies to anyone receiving services from Portsmouth Homes, including:

- Tenants, leaseholders and shared owners
- Household members and visitors
- People acting on someone's behalf with consent

### How we manage behaviour (See policy: Our approach, p.3-4)

- We aim to provide safe and respectful services for everyone
- We recognise that situations can be upsetting or stressful
- Abusive, threatening or persistently unreasonable behaviour will not be tolerated.
- Where behaviour presents a risk to health or safety, additional steps may be taken
- Individual circumstances and reasonable adjustments are considered

### What is considered unreasonable behaviour?

(See policy: Unreasonable behaviour & examples, p.5-6)

Unreasonable behaviour may include (this is not a full list):

- Repeated or excessive contact about the same issue
- Aggressive, abusive or threatening language or actions
- Unreasonable demands or requests outside policy
- Refusal to accept a final decision after all options have been explained
- Recording or filming staff or contractors without consent

### What are contact conditions? (See policy: Contact Conditions / Restrictions, p.5-6)

If behaviour becomes unreasonable, we may temporarily adapt how contact takes place. This is known as a contact condition.

Examples may include:

- Using one agreed method of contact
- Contacting us at agreed times
- Having a single point of contact
- Staff or contractors attending in pairs

All contact conditions are proportionate, explained in writing, time limited and regularly reviewed.

### How decisions are made (See policy: The process & applying the conditions / restrictions, p.6-7)

We will try to resolve issues informally first. Where this is not possible, contact conditions may be applied following manager review. Decisions and reasons are confirmed in writing. People may choose to have a representative contact us on their behalf.

### Reviews and appeals (See policy: How we manage case reviews and appeals, p.8-9)

Contact conditions are monitored and reviewed. Reviews can be requested if circumstances change. Appeals must be made in writing within 28 days and are considered by someone not involved in the original decision. Ongoing behaviour may also be considered under tenancy or lease conditions where relevant.

### Keeping records (See policy: Information retention, p.9)

Records are kept securely and shared only where necessary, in line with data protection requirements.

### Further information

For full information, including how contact conditions are applied and reviewed, please refer to the Managing Unreasonable Behaviour Policy or contact Portsmouth Homes for advice and support.

Alternative formats are available on request.

[Link- Managing unreasonable behaviour Policy](#)

