



Managing Unreasonable Behaviour Policy

Document Type	Document Description			Department
Policy	MANAGING UNREASONABLE BEHAVIOUR POLICY			Tenancy Services
Author	Date created	Version	Last Reviewed	Review Date
Bonnie Holmes Tenancy Services Manager	September 2026	V1	N/A	September 2029
Approved By		Approved Date		
Elaine Morgan – Chief Executive		24/09/2026		
The Board		N/A – Monitoring Only		

1. Introduction

- 1.1. This policy sets out how Hull Churches Housing Association Limited (the Association/HCHA) will respond when a person's behaviour, demands or level of contact becomes unreasonable and affects our ability to provide safe, fair and effective services.
- 1.2. It aims to protect the wellbeing of colleagues, contractors and other tenants while ensuring that everyone remains able to access services, be heard, and be treated with dignity and respect.

2. Policy Statement

- 2.1. We will deal with all tenants fairly, consistently and proportionately. We recognise that people may contact us at times of stress, distress, vulnerability or crisis, and that behaviour may be affected by disability, health, trauma, language, communication needs or other personal circumstances.
- 2.2. We will consider these factors before taking action and will make reasonable adjustments where required. Unreasonable behaviour will not be used as a reason to ignore a genuine service request, complaint, safeguarding concern or emergency repair.

3. Scope

- 3.1. This policy applies to tenants, applicants, shared owners, former tenants, advocates, representatives, visitors and any other person who contacts or interacts with the Association.
- 3.2. It applies to all communication channels, including face-to-face contact, telephone, email, letters, online portals, social media, messaging services, video calls and contact with contractors or agents working on our behalf.

4. What we mean by unreasonable behaviour

- 4.1. Behaviour may be unreasonable where, because of its nature, frequency or impact, it places unreasonable demands on staff or services, causes distress or risk, disrupts our ability to serve others, or prevents a matter from being progressed fairly. A decision that behaviour is unreasonable will be based on evidence, context and impact, not on a person's identity, complaint history or protected characteristics. Examples may include:
 - abusive, threatening, discriminatory, offensive or intimidating language or conduct;
 - harassment, personal abuse, repeated or serious allegations without evidence, or attempts to intimidate staff, contractors or other

tenants;

- persistent refusal to follow reasonable processes, provide requested information, or accept clear explanations or outcomes;
- excessive or repetitive contact that prevents staff from dealing with other tenants or progressing the issue effectively;
- recording, publishing or sharing staff information, images or conversations without a lawful basis or reasonable purpose;
- making unreasonable demands about timescales, outcomes, staff members or methods of contact;
- raising multiple issues in a way that prevents clear investigation or resolution; and
- behaviour that creates a health and safety risk during visits, appointments, meetings or telephone calls.

5. Equality, diversity, vulnerability and reasonable adjustments

- 5.1. Before applying this policy, we will consider whether the behaviour may be linked to disability, mental health, neurodiversity, learning disability, trauma, domestic abuse, language barriers, literacy, age-related needs or other vulnerabilities.
- 5.2. We will comply with the Equality Act 2010 and will consider reasonable adjustments to communication, appointments, support, timescales and access routes.
- 5.3. Any restriction must be necessary, proportionate, time-limited and compatible with any agreed adjustment wherever possible.

6. Informal action and early resolution

- 6.1. Where safe and appropriate, we will try to resolve concerns informally before imposing restrictions. This may include explaining expectations, clarifying the issue to be addressed, agreeing a single point of contact, setting communication boundaries, offering support or advocacy, signposting to other services, pausing contact for a cooling-off period, or agreeing an action plan with clear responsibilities and timescales.

7. Formal action we may take

- 7.1. If informal steps do not resolve the behaviour, or where behaviour is serious, we may apply one or more proportionate restrictions. These may include limiting contact to a named staff member, limiting contact to particular channels or times, requiring appointments for office visits, ending calls or meetings where behaviour becomes abusive, refusing to respond to repeated matters already addressed, arranging visits with two staff members, communicating through an advocate, restricting social media contact, or taking legal or tenancy enforcement action where there is a serious risk or breach of tenancy.

- 7.2. Restrictions will not prevent a tenant from reporting emergency repairs, safeguarding concerns, health and safety risks, anti-social behaviour, domestic abuse, hate incidents or other urgent matters. We will make clear how these matters can be reported while any restriction is in place.

8. Decision-making and approval

- 8.1. A restriction may only be approved by a manager who has reviewed the evidence, considered alternatives, assessed equality and vulnerability issues, and confirmed that the action is proportionate. In urgent situations, immediate short-term restrictions may be applied to protect safety, but these must be reviewed by a manager as soon as reasonably practicable.

9. Communication with the tenant

- 9.1. We will write to the tenant, in an accessible format where required, explaining the behaviour of concern, the evidence considered, any reasonable adjustments or support considered, the restriction being applied, how long it will last, how urgent matters can be raised, how the tenant can request a review, and the date the restriction will be reviewed. Where it is unsafe or impractical to write first, we may communicate the decision by another appropriate method and confirm it in writing afterwards.

10. Appeals and Reviews

- 10.1. A tenant may ask for a restriction to be reconsidered if they believe it is unfair, disproportionate, based on incorrect information, or fails to take account of their circumstances.
- 10.2. A review will be carried out by a manager who was not involved in the original decision wherever possible. Restrictions will normally be reviewed within three months, or sooner where circumstances change. The outcome of the review will be confirmed in writing.

11. Complaints and external escalation

- 11.1. Applying this policy does not remove the tenant's right to complain about our services or about the decision to restrict contact. Complaints will be handled under our complaints policy and in line with the Housing Ombudsman Complaint Handling Code where applicable. Tenants may also contact the Housing Ombudsman Service for advice or escalation where they are eligible to do so.

12. Recording keeping and data protection

- 12.1. We will keep clear records of incidents, evidence, decisions, equality considerations, reasonable adjustments, restrictions, reviews and

communications. Personal data will be handled lawfully, fairly and securely in accordance with data protection legislation and our privacy notices. Information will only be shared where necessary and appropriate, including with contractors, support agencies, emergency services or legal advisers where there is a lawful basis to do so.

13. Staff support and training

13.1. We will support colleagues to manage difficult interactions safely and professionally. Support may include guidance, supervision, debriefing, wellbeing support, incident reporting, lone working arrangements, conflict management training, safeguarding guidance and access to specialist advice where required.

14. Related policies and documents

- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding Policy
- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Data Protection Policy and Privacy Notice
- Health and Safety and Lone Working procedures
- Social Media Policy

15. Monitoring, Learning and Review

15.1. This policy will be reviewed at least every three years, or earlier where there are changes in legislation, regulation, statutory guidance, Ombudsman expectations or organisational practice.