

Anti-social behaviour policy:

Purpose of the Policy

The purpose of this policy is to ensure that all licensees, staff, neighbours, and visitors can live, study, and work in a safe, respectful, and peaceful environment. Anti-social behaviour will not be tolerated and will be addressed promptly and fairly.

Scope

This policy applies to:

- All licensees of The Haven Student Living
- Visitors and guests of licensees
- All common areas, residential units, outdoor spaces, and surrounding areas associated with the property

licensees are responsible for the behaviour of their guests at all times.

1. Resident Obligations

1.1 The Licensee agrees to always conduct themselves in a manner that does not cause nuisance, annoyance, disturbance, harassment, alarm, or distress to other Licensees, staff, visitors, neighbours, or the local community.

1.2 The Licensee shall not engage in any behaviour that interferes with the peaceful enjoyment of the accommodation by others or that may bring the accommodation into disrepute.

1.3 The licensee is responsible for ensuring that all guests or visitors comply fully with the terms of this Licence, house rules, and all policies in force, including this Anti-Social Behaviour clause.

2. Prohibited Conduct

Without limitation, the following shall constitute a breach of this Licence:

2.1 Noise & Disturbance

- Excessive noise, including loud music, shouting, parties, or gatherings, whether within a unit or common area.
- Any noise audible outside the licensee's room or apartment during designated quiet hours.
- Repeated or persistent noise complaints, regardless of time of day.

2.2 Behaviour & Conduct

- Harassment, bullying, intimidation, threatening or abusive behaviour.
- Verbal or physical abuse towards any person.
- Discriminatory or hate-related behaviour.

2.3 Alcohol, Drugs & Substances

- Disorderly or disruptive behaviour linked to alcohol consumption.
- Possession, use, or supply of illegal drugs or controlled substances.
- Misuse of legal substances in a manner that causes disturbance or risk.

2.4 Property, Safety & Security

- Damage, defacement, or vandalism of property.
- Graffiti or tampering with fixtures, fittings, or equipment.
- Interference with fire safety systems, including fire alarms, extinguishers, or emergency exits.
- Throwing objects from windows, balconies, or common areas.

2.5 Impact on Community

- Anti-social behaviour occurring within the accommodation or in its immediate vicinity.
- Littering, loitering, or behaviour negatively affecting neighbouring properties or the wider community.

3. Quiet Hours

3.1 Quiet hours apply as follows:

- **Sunday to Thursday:** 11:00pm – 8:00am
- **Friday and Saturday:** 12:00am – 9:00am

3.2 During quiet hours, noise must not be audible outside the Licensees room or apartment.

4. Reporting & Investigation

4.1 The Operator may investigate any alleged breach of this clause, including through staff reports, CCTV (where lawfully in place), or complaints from licensees or third parties.

4.2 The licensee shall cooperate fully with any investigation and provide honest and accurate information when requested.

4.3 The Operator may take immediate action where behaviour presents a risk to safety, property, or the wellbeing of others.

5. Breach & Enforcement

5.1 Any breach of this Anti-Social Behaviour clause shall constitute a breach of the Licence to Reside.

5.2 Depending on the severity, frequency, and impact of the breach, the Operator may take one or more of the following actions, without prejudice to any other rights:

- Issue verbal or written warnings.
- Impose fines or charges for damage, cleaning, or security attendance.
- Relocate the licensee within the accommodation.
- Suspend access to facilities.
- Terminate this Licence to Reside with immediate effect.

5.3 Serious incidents, including but not limited to violence, drug-related offences, or tampering with fire safety systems, may result in **immediate termination** of this Licence without prior warning.

6. Guests & Visitors

6.1 The licensee is always fully responsible for the conduct of their guests.

6.2 Any breach of this clause by a guest shall be treated as a breach by the licensee.

6.3 The Operator reserves the right to refuse entry to, or require the removal of, any guest.

7. Legal Compliance

7.1 Nothing in this clause limits the Operator's right to contact emergency services or **An Garda Síochána** where appropriate.

7.2 The licensee must comply with all applicable Irish law, local authority regulations, and safety requirements at all times.

8. Policy Integration

8.1 This Anti-Social Behaviour clause forms an integral part of the Licence to Reside and Booking Terms.

Review of Policy

This policy will be reviewed periodically and may be updated to reflect operational needs, legal changes, or best practice in student accommodation management.