



DOVE PARK

# Zero Tolerance Policy 2025





# Dovepark Properties

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### Policy Statement

This policy applies to all tenants, their guests, staff members, contractors and visitors within any property managed by Dovepark. It covers behaviour within individual flats, common areas and the nearby area of the properties.

Dovepark is committed to ensuring a positive and valuable relationship between our staff and our residents. We are also committed to ensuring our staff and any of our contractors are able to work in a safe and protected environment.

This policy aims to establish clear expectations and consequences for behaviours that threaten the harmonious and safe environment of our homes and wider sites.

Dovepark will not tolerate threats or violence against a member of staff or our teams or contractors. If necessary, we will work with the police and other agencies to use existing remedies against any person either using or threatening violence or language, or where our staff or contractors perceive there is violence or threatening behaviours, language or tone. If appropriate Dovepark may report matters to the police on behalf of its staff.

All violations of this policy should be reported promptly to us. Reports can be made in person, by phone, or through email. Confidentiality will be maintained to the extent possible, exceptions will apply if an incident should be reported to the police or other agencies, and retaliation against individuals reporting violations is strictly prohibited.

Failure to comply with this policy may result in actions such as eviction, and further legal action where the local county court or other is satisfied with the violation of the tenancy agreement or the law. Dovepark is committed to enforcing this policy fairly and consistently.

Dovepark asserts that all tenants should abide by this policy and encourage their guests to do the same, report any violations promptly and cooperate with any investigations.

This policy will be reviewed annually to ensure its effectiveness and relevance. Feedback from tenants, staff, and stakeholders will be considered in updates.

For questions about this policy or to report a violation, please contact Dovepark at:

- Tel: **0208 361 2424**
- Email: **info@dovepark.co.uk**
- Post: Comer Homes Sales Office, Royal Drive, New Southgate, N11 3FL