Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Craig Boyle (Director of Housing & Community Initiatives)
SUBJECT:	REVIEW OF DOMESTIC ABUSE POLICY
DATE OF MEETING:	18 August 2026
APPROVED BY:	Paul Martin (CEO)
Version Number:	1
Date of Latest Version:	18 August 2026

DOMESTIC ABUSE POLICY

HAPPY TO TRANSLATE

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

CC/AUGUST.2026/REF P86

DOMESTIC ABUSE POLICY

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1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

1.1 MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

2.1 Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. POLICY STATEMENT

3.1 We are committed to providing safe homes and services for tenants, household members and others affected by domestic abuse. We will take a person-centred and safety-led approach, recognising that domestic abuse may affect a person's housing, finances, health, children, support networks and ability to engage with us.

3.2 We will not tolerate domestic abuse. Where it is safe and appropriate to do so, we will support victim-survivors to remain in their home, or to move to suitable alternative accommodation if that is their preference. We will endeavour to use our tenancy management powers fairly and proportionately to protect victim-survivors and hold perpetrators to account.

4. SCOPE

4.1 This policy applies to all tenants, joint tenants, household members, applicants, service users and others who may be affected by domestic abuse in connection with our housing services. It applies to Scottish Secure Tenancies, Short Scottish Secure Tenancies and wider housing management functions, including allocations, transfers, rent arrears, repairs, anti-social behaviour, complaints and safeguarding.

5. LEGAL & REGULATORY FRAMEWORK

5.1 This policy has been prepared with regard to the relevant housing, homelessness, equality, human rights, child protection, adult support and protection, data protection and tenancy legislation, regulations and guidance, including:

- Housing (Scotland) Act 2001;
- Housing (Scotland) Act 1987;
- Housing (Scotland) Act 2010;
- Domestic Abuse (Scotland) Act 2018,
- Domestic Abuse (Protection) (Scotland) Act 2021;
- United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024
- Children (Scotland) Act 1995;
- Children and Young People (Scotland) Act 2014;
- Adult Support and Protection (Scotland) Act 2007;
- Family Law (Scotland) Act 2006
- Equality Act 2010; Human Rights Act 1998;
- UK GDPR, Data Protection Act 2018, Data Use and Access Act 2025

5.2 **Domestic Abuse (Protection) (Scotland) Act 2021**
This introduces a new tenancy ground relating to abusive behaviour and amends the Housing (Scotland) Act 2001 to allow social landlords, in appropriate cases, to seek recovery of possession or termination of a joint tenant's interest in a tenancy where the statutory conditions are met. The policy also takes account of the Scottish Government's statutory guidance, Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords, published in June 2026, including guidance on identifying cases, considering housing options, gathering evidence, data protection, notices, court action, advice and assistance, and the streamlined process available in appropriate cases.

5.3 **Housing (Scotland) Act 2025**
The Housing (Scotland) Act 2025 introduces further duties and safeguards relevant to tenants affected by domestic abuse, including provisions requiring domestic abuse to be considered in social housing rent arrears cases, supporting tenants affected by domestic abuse through the Scottish Social Housing Charter, and strengthening approaches to housing applications, homelessness and access to housing where abuse is a factor. This policy will be reviewed – and, where appropriate, updated - as those provisions are commenced and further guidance is issued.

6. DEFINITION OF DOMESTIC ABUSE

6.1 For the purposes of this policy, domestic abuse includes behaviour which is abusive and is likely to cause physical or psychological harm. Abuse may include physical violence, threats, intimidation, coercive or controlling behaviour, isolation from family or support, monitoring day-to-day activities, restricting freedom, financial abuse, emotional abuse, harassment, damage to property, abuse through children or third parties, and behaviour intended to frighten, humiliate, degrade or punish.

6.2 Domestic abuse may be a single incident or a course of conduct. It may occur regardless of gender, age, disability, race, religion or belief, sexual orientation, gender identity, immigration status, income or

tenure. We recognise, however, that domestic abuse disproportionately affects women and children, and that children who see, hear or experience the effects of domestic abuse may be victims in their own right.

7. OUR PRINCIPLES

7.1 We will:

- listen to victim-survivors, without requiring them to prove abuse before we offer support.
- put safety, choice, dignity and confidentiality at the centre of our response, in including any actions we may take.
- avoid actions that increase risk or place responsibility on the victim-survivor for the perpetrator's behaviour.
- consider the needs and wishes of children and take safeguarding action where required.
- work with specialist agencies and statutory partners where this is safe, lawful and appropriate.
- consider the use of legal and other remedies available to us in a manner that is proportionate, including tenancy action against perpetrators where the statutory tests are met.
- consider the impact of domestic abuse when dealing with arrears, property damage, complaints, anti-social behaviour and other tenancy issues.
- ensure that all information that is shared with us is held, processed and shared by us with respect for privacy and data subject rights under UK GDPR.

8. IDENTIFYING DOMESTIC ABUSE

8.1 We may become aware of domestic abuse through a direct disclosure, reports from neighbours or family members, police or social work involvement, repairs records, rent arrears, complaints, anti-social behaviour reports, homelessness or transfer applications, contact with support agencies, or staff observations during home visits or other contact.

8.2 Staff will be trained to recognise possible indicators of domestic abuse, including unexplained arrears, repeated damage to doors or windows, frequent emergency repairs, a tenant appearing unable to speak freely, withdrawal from services, threats from a partner or ex-partner, repeated complaints linked to the household, or a sudden request to leave or remain in the home.

9. RESPONDING TO DISCLOSURE

9.1 Where someone discloses domestic abuse, staff will respond calmly, respectfully and without judgement. Staff will ask about immediate safety, agree safe methods of contact, avoid contacting the alleged perpetrator without considering risk, and explain what information may

need to be shared where there is a safeguarding concern or serious risk of harm.

9.2 We will not require a victim-survivor to take criminal, civil or tenancy action before support is offered. Where a victim-survivor does not want action taken, we will respect that choice unless there is a legal duty or safeguarding reason to act. We will keep decisions under review where risk changes.

10. SUPPORT AND SIGNPOSTING

10.1 We will offer practical housing support and signposting based on an individual's circumstances, needs and wishes. This may include safety planning, arranging emergency repairs, changing locks where appropriate, improving home security, discussing transfer or management move options, making homelessness referrals, supporting applications for benefits or financial assistance, and signposting to specialist domestic abuse, legal, money advice, mental health, children's services and advocacy organisations.

10.2 We will maintain up-to-date local and national signposting information, including specialist domestic abuse services, Police Scotland, social work, child protection services, adult support and protection services, homelessness services, legal advice providers, advocacy services and emergency support. Staff will check with the victim-survivor how information can be provided safely.

11. SAFEGUARDING CHILDREN AND ADULTS AT RISK

11.1 We recognise that domestic abuse can cause serious harm to children and adults at risk. Where we believe a child or adult may be at risk of harm, we will follow safeguarding, child protection and adult support and protection guidance and good practice. We will share information with statutory agencies where required or justified by risk, while keeping the victim-survivor informed where it is safe and appropriate to do so.

11.2 We will consider the impact of domestic abuse on children when making housing management decisions, including decisions about tenancy action, transfers, repairs, anti-social behaviour, arrears and support needs. The safety and welfare of children will be central to our assessment.

12. CHILDREN'S RIGHTS

12.1 We are committed to respecting, protecting and helping to fulfil the rights of children and young people, and to embedding a child rights-based approach across relevant areas of policy, decision-making and service delivery. Where our decisions, actions or services may affect children directly or indirectly, we will have regard to the requirements of the United Nations Convention on the Rights of the Child. We will seek to ensure that relevant decisions are informed by consideration of children's rights, that

the views of children and young people are taken into account in a way that is appropriate to their age and circumstances, and that our practice supports fair, transparent and child-conscious decision-making.

13. HOUSING OPTIONS AND TENANCY REMEDIES

13.1 We will discuss housing options with the victim-survivor, including whether they wish to remain in the home, move temporarily, move permanently, and/or access other support. We will consider emergency accommodation, management transfers, mutual exchanges, allocations, homelessness duties and partnership working with other landlords or local authorities. Any move should address the victim's safety.

13.2 **The Abusive Behaviour Ground for Repossession**

Where the statutory conditions are met, we may consider using the abusive behaviour ground (ground 15A) introduced by Part 2 of the Domestic Abuse (Protection) (Scotland) Act 2021. This may allow us to seek an order for recovery of possession or, in the case of a joint tenancy, termination of the abusive tenant's interest in the tenancy, with the aim of allowing the victim-survivor to remain safely in the home where that is appropriate. Before deciding whether to use this ground, we will consider the victim-survivor's wishes, safety risks, available evidence, the position of children, any relevant criminal, civil, family or protective proceedings, whether the property is the only or principal home of relevant parties, proportionality, equality and human rights considerations, and whether there are safer or more suitable alternatives.

Any notice of proceedings that we may serve with a view to commencing repossession proceedings in terms of this ground, will only be served following notification of the decision to serve such notice being given to the victim-survivor, with a clear indication of timing of delivery of the notice to them, the perpetrator tenant/joint tenant and any others. This is to ensure that the victim-survivor has prior notification to allow them to ensure their safety, the safety of others, and have sufficient time to engage further with their support network, including organisations supporting them. We will offer support and signposting again at this stage to appropriate organisation if such organisations are not already part of the victim survivor's network.

We will at all times take into account the views of the victim-survivor and any others adversely impacted by domestic abuse, including children, throughout the process for seeking a repossession order.

13.3 **Housing Options – Advice and Assistance to Perpetrators**

Where proceedings for recovery of possession are raised using the abusive behaviour ground, we will provide advice and assistance to the tenant/joint tenant and any relevant qualifying occupier(s) about finding alternative accommodation, in line with statutory requirements and guidance. In doing so, we will ensure such advice and assistance is provided in a manner that does not compromise the safety, confidentiality or support needs of the victim-survivor and any children or others who may be adversely impacted.

13.4 **Alternatives**

Where we cannot, or do not feel in a position to, proceed with seeking a court order to recover possession of, or their interest in (if a joint tenant), the house from the perpetrator, using the abusive behaviour ground, we will consider other options available to us in accordance with relevant policies and procedures, including management transfers and allocation of properties. Where appropriate, we may support the victim-survivor to obtain independent advice on their own options in addition to those alternatives we can consider.

14. RENT ARREARS, PROPERTY DAMAGE AND OTHER HOUSING MAANGEMENT ISSUES

14.1 We recognise that domestic abuse can directly contribute to rent arrears, rechargeable repairs, property damage, missed appointments, complaints, neighbour reports or other tenancy issues. Examples may include financial control, interference with rental payments, damage caused by the perpetrator, forced absence from the home, or the victim-survivor being unable to engage safely with staff.

14.2 Where domestic abuse is known or suspected, we will consider whether the housing management issue has arisen because of abuse before taking enforcement action. We will consider reasonable adjustments to our usual housing management approach, including pausing or tailoring arrears action, agreeing safe and affordable repayment arrangements, signposting to money advice, reviewing rechargeable repair decisions, considering whether damage should be treated as abuse-related, and avoiding correspondence or visits that may increase risk.

14.3 Where court action for rent arrears is being considered and domestic abuse may be a factor, we will follow all applicable pre-action requirements, including any additional requirements introduced by the Housing (Scotland) Act 2025 and any related guidance.

14.4 We will ensure the court is provided with accurate information about compliance where required. We will not treat a victim-survivor as responsible for the perpetrator's behaviour without first fully considering the circumstances, evidence, safety risks and legal duties. We will balance support for the victim-survivor with our responsibility to manage tenancies, protect neighbours, recover rent lawfully and maintain our housing stock.

15. EVIDENCE AND RECORD KEEPING

15.1 We will gather and record information sensitively, lawfully and only where necessary. Evidence may include information from the victim-survivor, police, social work, health professionals, specialist domestic abuse services, court orders, repairs records, photographs, tenancy records, reports from neighbours, staff observations and other relevant sources.

15.2 We will not place unnecessary evidential burdens on victim-survivors when offering support. Where tenancy action is being considered, we will assess whether there is sufficient evidence to meet the relevant statutory and court

requirements, and we will seek legal advice where appropriate. Each case will be determined on its own merits, taking into account the specific circumstances of that case.

16. CONFIDENTIALITY, DATA PROTECTION AND SAFE CONTACT

16.1 We will handle personal data, special category data and criminal offence data in line with data protection law and our privacy procedures. Information about domestic abuse will be shared only where there is a lawful basis and it is necessary, proportionate and safe to do so. Information may require to be shared for a number of reasons, including ensuring appropriate safety measures are in place, obtaining updates regarding ongoing issues, and ingathering evidence from third parties such as Police Scotland, Social Work or other supporting agencies (e.g. Women's Aid)

16.2 We will agree safe contact arrangements with the victim-survivor, including preferred telephone numbers, email addresses, postal addresses, times of contact and whether voicemail, text messages or letters are safe. We will take care not to disclose a victim-survivor's location or personal information to the perpetrator.

17. MULTI-AGENCY WORKING

17.1 We will work with relevant agencies to support safety and effective housing outcomes. This may include Police Scotland, local authority homelessness teams, social work, child protection, adult support and protection, health services, specialist domestic abuse services, legal advisers, advocacy organisations, money advice services and other registered social landlords.

17.2 Where a case presents serious risk, we will consider referral to appropriate local risk management arrangements in accordance with local protocols and the victim-survivor's safety needs.

18. STAFF TRAINING AND RESPONSIBILITIES

18.1 All relevant staff will receive training appropriate to their role. Training will cover recognising domestic abuse, responding to disclosure, safe contact, safeguarding, housing options, tenancy remedies, arrears and repairs issues, data protection, record keeping and equality.

18.2 Senior staff will support staff dealing with domestic abuse cases, ensure appropriate supervision and case review, and seek specialist or legal advice where required. Staff must follow this policy, related procedures and any relevant statutory guidance.

19. EQUALITY, HUMAN RIGHTS AND ACCESSIBILITY

19.1 We will deliver this policy fairly and without discrimination. We will make reasonable adjustments for disabled people, provide interpretation or translation where needed, and consider barriers linked to language, culture, disability, age, immigration status, digital exclusion, geographical location

or isolation.

19.2 We will act compatibly with human rights and equality duties, including the right to respect for home and family life, the right to peaceful enjoyment of possessions where relevant, protection from discrimination, and the need to protect life and prevent inhuman or degrading treatment where serious risk is present.

20. COMMUNICATION AND PUBLICITY

2.1 We will publicise our approach to domestic abuse through appropriate channels, including our website, tenant information, staff guidance and partnership networks. We will make clear that domestic abuse is not tolerated, support is available, and tenants can contact us safely to discuss their housing options.

21. MONITOR AND REVIEW

21.1 We will monitor the operation of this policy, including the number and type of domestic abuse cases identified, support offered, tenancy remedies considered or used, outcomes for victim-survivors, arrears and repairs decisions, safeguarding referrals, complaints and learning from case reviews.

21.2 This policy will be reviewed at least every three years, or earlier if there are changes in legislation, statutory guidance, regulatory standards, good practice or organisational learning. Where required, the policy will be updated to reflect commencement and implementation of relevant Housing (Scotland) Act 2025 provisions and any further Scottish Government or Scottish Housing Regulator guidance.

Milnbank Housing Association
Equality Impact Assessment Tool

Milnbank Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

Name of the policy / project proposal to be assessed	Domestic Abuse Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Craig Boyle, Director of Housing & Community Initiatives		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The policy sets out how MHA will provide services to tenants and household members affected by domestic abuse; it details how we will support, assist and manage victims of domestic abuse.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	Tenants and household members of MHA, in particular victims of domestic abuse.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	To provide clear/transparent guidelines for staff and tenants/household members, in how MHA will respond to people affected by domestic abuse. When applied it should support victims to maintain tenancies and remain in their homes.		

4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity

☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation

5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status

☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state: Policy is inclusive of all individual needs

6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc) ☐ Yes ☒ No If yes, provide further details, of who was consulted:		
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	**Positive impact(s)** The Policy should benefit any person's impacted by domestic abuse, regardless of their background, sex, demographic etc. All will be treated equally when applying the policy.	**Negative impact(s)** N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	N/A - no negative impact.	
Decision / Outcome (Pending Committee Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposal	

Signed: _____ Job title: Director if Housing & Community Initiatives

Date the Equality Impact Assessment was completed: 11/08/26