



# ANTI-SOCIAL BEHAVIOUR: HELPING YOU

*"Providing high quality homes & services that put people first"*

Open



Fair



Flexible




Achieving



MHA's Vision Statement:

"To provide **high quality homes**  
& services that put **people first**"

# Introduction



Monmouthshire Housing Association (MHA) wants tenants to live in an environment where they feel safe in their homes and communities.

We are committed to taking clear steps to deal with Anti Social Behaviour (ASB), nuisance and harassment so that MHA can provide a high quality service and work alongside our tenants and partner agencies such as the police to make our communities a safe place.

# Anti-Social Behaviour

## What is Anti-Social Behaviour (ASB)?

MHA uses the following definition of ASB, which was chosen in consultation with tenants; **'Anti-Social Behaviour is any type of aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'**.

## Your Responsibilities?

These are set out in your tenancy agreement. This agreement is a legal contract between MHA and the tenant. MHA can enforce the tenancy agreement and court action may be taken; dependent on the nature of the ASB and evidence.

# Anti-Social Behaviour

## What are MHA's Responsibilities?

ASB will be categorised and dealt with in the response time stated in this leaflet, via telephone, letter, email or visit from a member of the Neighbourhood / ASB team.

During the stages of your complaint we will take your complaint seriously, make every reasonable attempt to resolve the problem in a firm but sensitive manner, remain impartial and approach the situation with the view that all parties are innocent until the facts about any complaint have been established and we will deal with complaints in the strictest confidence.

# Anti-Social Behaviour

## What to do if you have a complaint

The earlier a dispute is resolved, the better for everyone. Sometimes neighbours are unaware of how their actions affect others around them.

Approaching your neighbour in a polite and friendly manner explaining how their actions affect you can resolve many disputes without need for further action.

This may not be appropriate if your complaint is regarding harassment, intimidation, violence, or any other situation where you may feel vulnerable.

In these situations, you should contact the police straight away, but always inform MHA as well.

## Level of ASB

URGENT

NUISANCE

# Anti-Social Behaviour

## Our Service

## Examples

Formal contact within  
**ONE working day.**

- Physical Assaults
- Criminal behaviour
- Domestic Violence
- Hate Crimes

Formal contact within  
**FIVE working days.**

- Non – physical abuse
- Noise nuisance
- Youth nuisance
- Intimidation
- Threatening behaviour
- Selling or using drugs illegally
- Drunkenness
- Dogs barking / fouling
- Garden nuisance
- Vandalism / damage to properties

# Anti-Social Behaviour

## How do you report ASB?

- **Via the telephone, email or in writing to MHA.**
- **Through a third party such as an advocate, a friend or relative.**
- **Anonymously, however this may restrict the amount of investigation and action we can undertake and will prevent us from providing you with information and support.**

## What happens then?

- **We will record your complaint and allocate a named officer to you.**
- **We will acknowledge your complaint within the time frame stated.**
- **We will investigate all reasonable complaints.**
- **We will interview all necessary parties as required.**
- **We will provide you with log sheets if necessary.**
- **We will agree an action plan with you.**
- **We will provide you with feedback at every step of the process.**
- **We will offer support where appropriate and make the any necessary referrals.**



# Anti-Social Behaviour

## When will the case be closed?

A case may be closed when:

- **Complainant withdraws the complaint or requests no further action.**
- **The issue has been resolved.**
- **No further complaints have been received for a three month period after the receipt of the last complaint.**
- **On investigation, there is no justification for further action.**

## MHA's Confidentiality Statement

MHA takes the confidentiality of anyone reporting an ASB case seriously. This means that any information written or verbally received will be held in confidence and treated with the utmost care.

We will never disclose a complainant's identity to another member of the public except with your permission.

Information may be legally exchanged between MHA and the Police under the Crime and Disorder Act 1998.

# Notes

# Notes

# How to contact us



## General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on:

- **0845 677 2277**  
(local call rate)
- **01495 761100**  
(if you are calling us from a mobile)\*

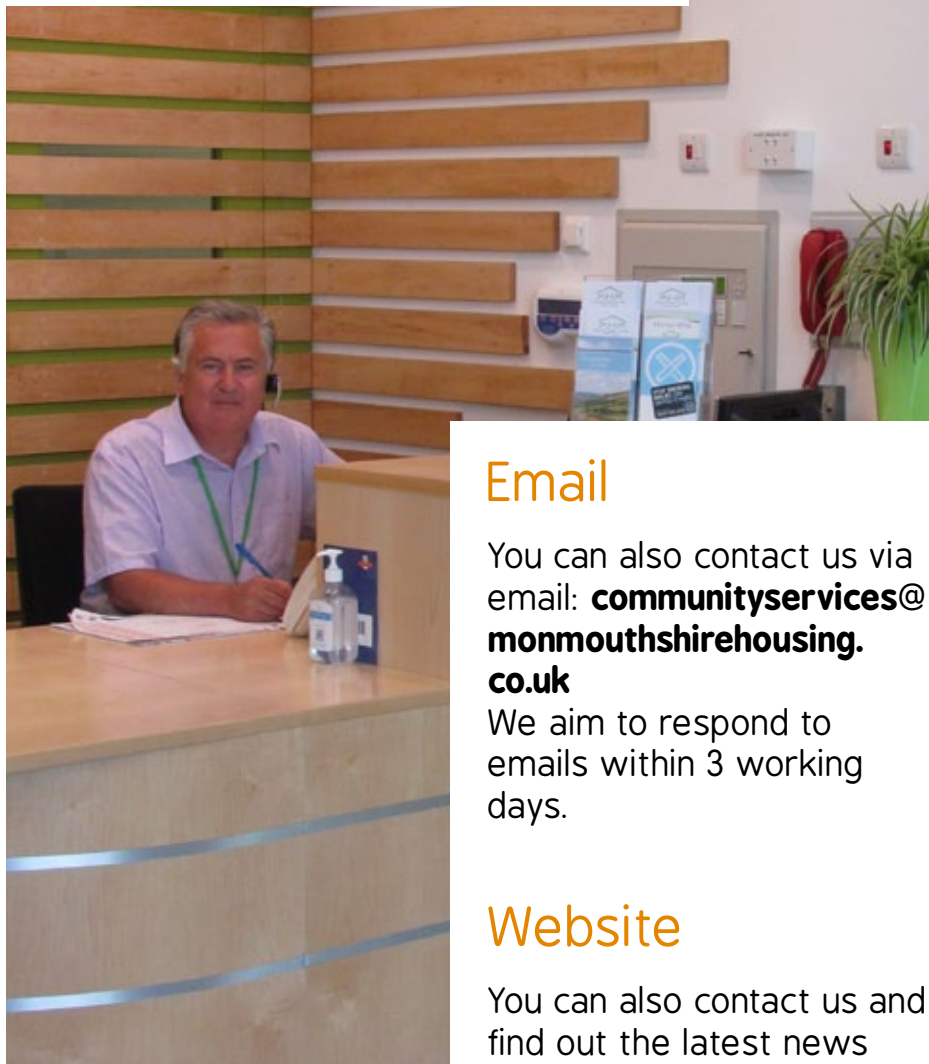
## Freephone Repairs Hotline (Including Emergency Out Of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on:

- **0800 980 7751**
- **01495 761143**  
(if you are calling from mobile)\*

\*Calls to our 0800 or 0845 number may cost you more than the 01495 numbers if you are calling from a mobile phone.

# How to contact us



## Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

## Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at:

**www.monmouthshirehousing.co.uk**

Please contact the **Corporate Services Team** on **01495 761142**, if you require this document in PDF, large-print, Welsh, braille or audio format.

## Useful Contacts:

**MHA's Main Office** **0845 677 2277**

**Repairs Helpline** **0800 980 7751**

### **Citizen's Advice Bureau**

Abergavenny	01873 735865
Caldicot	0844 772 020
Chepstow	0844 772 020
Monmouth	0844 772 020

**Gwent Police** **01633 838111**

### **Useful Websites**

Our Website: [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

MCC's Website: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

## Useful Email Addresses:

### **General Correspondence**

[mail@monmouthshirehousing.co.uk](mailto:mail@monmouthshirehousing.co.uk)

### **Compliments, Comments or Complaints**

[continuousimprovement@monmouthshirehousing.co.uk](mailto:continuousimprovement@monmouthshirehousing.co.uk)

### **Monmouthshire Homesearch**

[info@monmouthshirehomesearch.co.uk](mailto:info@monmouthshirehomesearch.co.uk)

## **Monmouthshire Housing Association**

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Nant Y Pia House, Mamhilad Technology Park  
Mamhilad, Monmouthshire, NP4 0JJ

Telephone: **0845 677 2277**

Website: **[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**