

WHAT IS ANTI SOCIAL BEHAVIOUR?

Monmouthshire Housing Association defines Anti Social Behaviour as:

Any conduct which is: "Anti-social behaviour is any type of aggressive, intimidating or destructive activity that damages or destroys another person's quality of life". This behaviour may or may not constitute criminal activity.

EXAMPLES

Anti Social Behaviour or nuisance behaviour is behaviour that causes or is capable of causing nuisance or annoyance to others. This may be one or a combination of some of the following:

- Noise nuisance
- Verbal abuse
- Hate related incident
- Vandalism and damage
- Nuisance from pets and animals
- Vehicle nuisance
- Drug and substance misuse
- Alcohol related nuisance
- Domestic abuse
- Physical violence
- Criminal behaviour
- Prostitution / sexual acts
- Harassment
- Intimidation
- Threatening behaviour
- Litter/rubbish
- Garden nuisance
- Misuse of communal areas

We will take a firm but fair stance when investigating and dealing with Anti Social Behaviour and will provide support to help you deal with any ongoing issue. See our leaflet 'Managing Anti Social Behaviour' for more details on this.

We will not treat as anti social behaviour matters relating to residents going about their normal everyday activities, unless this constitutes a breach of their tenancy. Examples of issues which may upset or disturb people but which cannot be dealt with as anti social behaviour are:

- Flushing toilets,
- Cooking smells
- People smoking in their own home,
- People talking at normal volume in their home
- Washing machines or other household appliances
- Babies crying or playing
- Children playing or arguing
- Riding skateboards or bikes
- Playing football in the street
- People being inconsiderate or thoughtless
- People looking or staring
- Cats straying into other gardens

REPORTING ASB TO MONMOUTHSHIRE HOUSING (MHA)

You can report problems with anti-social behaviour to Monmouthshire Housing Association in any of the following ways:

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

Alternatively, you can report this directly to a **MEMBER OF MHA STAFF** in person or can log your report via the **MHA Website** (www.monmouthshirehousing.co.uk).

ASB can also be reported to **HEDDLU GWENT POLICE** via the Police's **NON EMERGENCY NUMBER 101**. If however the situation is life threatening or where violence is being used or threatened; there is a crime in progress or someone suspected is nearby then you should **DIAL 999**.

Monmouthshire Housing Association work in partnership with Heddle Gwent Police and the Monmouthshire Community Safety Partnership.

Other Leaflets of Use

- What to do if you are suffering from Anti Social Behaviour (ASB)
- Managing ASB
- Noise Nuisance ASB
- Drugs & Drug Dealing ASB
- Domestic Abuse ASB
- Hate Crime ASB