



Monmouthshire Housing  
Tai Sir Fynwy



# ANTI SOCIAL BEHAVIOUR



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# DOMESTIC ABUSE

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# DOMESTIC ABUSE

Monmouthshire Housing Association believes that residents should not have to live with Domestic Abuse or Domestic Violence.

Anyone can be a victim of Domestic Abuse. It is stated that nationally at least 1 in 4 women will be a victim of Domestic Abuse in their lifetime. Some women suffer repeated incidents of Domestic Abuse or Violence.

Monmouthshire Housing Association uses the following definition of domestic abuse which is:-

“*The actual or threatened physical, emotional, psychological, sexual or financial abuse by a partner, family member or someone with whom there is, or has been, a close relationship. This abuse also relates to the perpetrator allowing or causing a child to witness, or be at risk of witnessing, domestic abuse.*”

This can take many forms, only some of which are listed here:

- Physical attack
- Threats, bullying
- Controlling behaviour
- Not being allowed to make own decisions
- A person continually having to account for their actions
- Regularly timing someone when they are out
- Enforced isolation from family and or friends

If a person reports domestic abuse or domestic violence to Monmouthshire Housing Association we will treat this with urgency but also with sensitivity. We will act quickly with a view to safety planning and support. We will advise on tenancy matters.



## REPORTING FEAR OF, OR ACTUAL, DOMESTIC ABUSE OR VIOLENCE

To **MONMOUTHSHIRE HOUSING ASSOCIATION:**  
Please call

- 0845 677 2277  
or
- 01495 761100

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](http://www.monmouthshirehousing.co.uk)).

Domestic abuse may also be reported to **HEDDLU GWENT POLICE** via the Police **NON EMERGENCY NUMBER 101**.

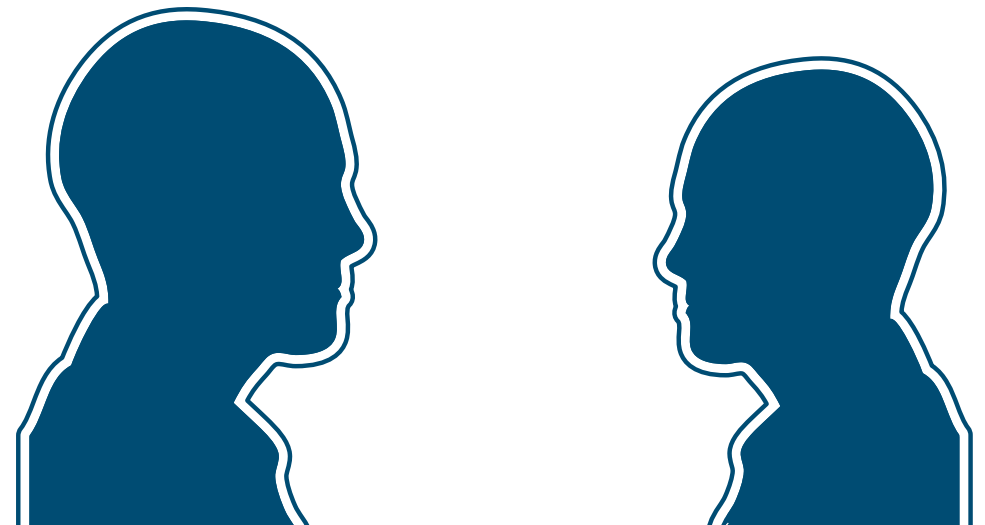
If however the situation is life threatening or where violence is being used or threatened; there is a crime in progress or someone suspected is nearby then you should **DIAL 999**.

MHA will advise, support and assist anybody who is associated with one of our tenancies or leaseholders and who is in fear of, or is actually suffering, from domestic abuse. There is also help and advice available to people who are not associated with an MHA tenancy from other organisations some of which are listed across the page:

## REPORTING FEAR OF, OR ACTUAL, DOMESTIC ABUSE OR VIOLENCE

The following confidential helplines are available 24 hours a day. They provide callers with support and information and, if appropriate, can refer people on to refuges and other sources of help, support or information.

- **24-HOUR DOMESTIC ABUSE & SEXUAL VIOLENCE HELPLINE** is run by Welsh Women's Aid (WAIMON)  
0808 801 0800
- **24-HOUR DOMESTIC ABUSE HELPLINE** is run in partnership by Refuge and Women's Aid  
0808 200 0247
- You can also contact **THE HOUSING OPTIONS TEAM AT MONMOUTHSHIRE COUNTY COUNCIL**. They can offer housing advice for anybody in fear of, or suffering from, domestic abuse or domestic violence. Their telephone number is: 01633 644 644.



Organisations that operate from the MAC and can advise or support people suffering Domestic Abuse are:

- **MONMOUTHSHIRE COUNTY COUNCIL HOUSING OPTIONS TEAM** can offer housing advice for anybody in fear of, or suffering from domestic abuse or domestic violence. You can telephone the Housing Options Team on [01291 635714](tel:01291635714)
- The **MONMOUTHSHIRE MULTI AGENCY CENTRE (MAC)** in Abergavenny provides a safe environment offering free & confidential support & advice for those suffering from domestic abuse /violence.

You can drop in to the Multi Agency Centre at anytime within normal working hours. The address of the MAC is: [26A MONK STREET, ABERGAVENNY, NP7 5NP](https://www.monmouthshiremac.org.uk)

Alternatively, you can telephone the MAC on [01873 733 590](tel:01873733590) or email the Mac at [enquiries@monmouthshiremac.org.uk](mailto:enquiries@monmouthshiremac.org.uk).

- **LLAMAU: MODAS** project providing outreach support for victims of Domestic Abuse and other tenancy issues.
- **WOMEN'S AID:** Can organise refuge also have projects which support women and children subject to domestic abuse ([www.womensaid.org.uk](http://www.womensaid.org.uk)).
- **DYN PROJECT:** Advice available to men who are subject to domestic abuse.
- **VICTIM SUPPORT:** Support available to victims of crime.

#### OTHER MONMOUTHSHIRE HOUSING ASSOCIATION LEAFLETS RELATING TO ANTI SOCIAL BEHAVIOUR WHICH ARE AVAILABLE ON REQUEST

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



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