



Monmouthshire Housing  
Tai Sir Fynwy



# ANTI SOCIAL BEHAVIOUR



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## MANAGING ANTI SOCIAL BEHAVIOUR

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Tackling Anti Social Behaviour is a priority for Monmouthshire Housing Association. We understand that anti social behaviour can seriously affect people's lives and cause misery and sometimes fear in a community

Monmouthshire has a Community Safety Partnership within which Monmouthshire Housing Association plays an active role. Through this we work together with partner agencies such as Heddlu Gwent Police, Monmouthshire County Council, Probation Service, Youth Offending Team, Support Agencies and other Registered Social Landlords as well as with local residents to prevent and tackle anti social behaviour.



## MANAGING ANTI SOCIAL BEHAVIOUR

Monmouthshire Housing Association has consulted with tenants, staff and stakeholders to set Service Standards for dealing with Anti Social Behaviour complaints. When a complaint of ASB is received this is categorised as Nuisance or Urgent depending on the type and severity of the incident that has occurred. We will respond to Urgent cases within One working day and to Nuisance cases within Five working days.

At Monmouthshire Housing Association we have shown our commitment to dealing with Anti Social Behaviour by creating a small specialist team. Cases which are designated as Urgent will initially be dealt with by the specialist ASB team. Cases which are designated as Nuisance will be initially dealt with by the Neighbourhood team.



## EXAMPLES OF ANTI SOCIAL BEHAVIOUR

### EXAMPLES OF URGENT CASES:

- Physical Violence, Hate Crime & Domestic Abuse.

### EXAMPLES OF NUISANCE CASES:

- Noise, verbal abuse, nuisance from pets & animals, fly-tipping & littering.

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The ASB team will support the Neighbourhood Officer in cases which become complex and will take full responsibility for a case if legal actions are required.

Monmouthshire Housing Association aims to deal with all reported cases quickly and efficiently and we will work with both complainants and those responsible for causing anti social behaviour to achieve best possible outcomes for complainants and communities. We will advise complainants which staff member is dealing with their case and keep in regular contact with them offering feedback and support whilst an anti social behaviour case is open.

## DEALING WITH ANTI SOCIAL BEHAVIOUR

We will be firm but fair in dealing with incidents of anti social behaviour. Actions that we take will be proportionate to the situation.

We will offer support to both complainants and perpetrators of anti social behaviour. If perpetrators of anti social behaviour do not engage with support and their behaviour does not improve we will progress with any actions appropriate to address the situation.

### THERE ARE MANY NON LEGAL MEASURES WE CAN USE, EXAMPLES OF WHICH ARE:

- Estate Agreements
- Good Neighbour Agreements
- Acceptable Behaviour Contracts
- Verbal or Written Warnings
- Independent Mediation

### WHERE NECESSARY MONMOUTHSHIRE HOUSING ASSOCIATION WILL USE LEGAL ACTIONS TO ADDRESS SERIOUS CASES OF ANTI SOCIAL BEHAVIOUR EXAMPLES OF WHICH CAN BE:-

- Anti-Social Behaviour Injunctions
- Anti-Social Behaviour Orders
- Demotion of Tenancy
- Possession of Property & Eviction

## REPORTING ANTI SOCIAL BEHAVIOUR

In order for Monmouthshire Housing Association to assess the anti social behaviour complainants may be asked to complete log sheets or diaries recording incidents that occur. In cases where legal action is taken these logs are likely to be used as evidence to put to the court in support of the case along with other evidences such as witness statements.

If you would like to report problems with anti-social behaviour, please call our Head Office at Mamhilad on:

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

Anti Social Behaviour can 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**.



Monmouthshire Housing Association work in partnership with Heddlu Gwent Police and the Monmouthshire Community Safety Partnership to tackle anti social behaviour.

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

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