



Monmouthshire Housing
Tai Sir Fynwy



ANTI SOCIAL BEHAVIOUR



**WHAT TO DO IF YOU
ARE SUFFERING FROM
ANTI SOCIAL BEHAVIOUR**

IF YOU ARE SUFFERING FROM ASB

If this is the first time that you have experienced a problem with your neighbour, it may be best to do nothing initially. It may be a one-off such as the celebration of a special occasion and may not be a recurring issue. Jumping in to complain too quickly may make matters worse between you and your neighbour.

TRY TALKING

Your neighbour might not realise that they are causing you a problem. If possible, try talking to your neighbour first. This is best done quietly and calmly - maybe over a cup of tea.

DO

- Talk face to face
- Think about what you want to say beforehand
- Talk to the person when they are on their own and have time
- Be calm and rational - swearing doesn't help!
- Be polite, but firm
- Listen to their reply and think about what they have said

DON'T

- Approach the neighbour when you are angry or upset, wait until you calm down
- Lose your temper or be aggressive
- Use aggressive body language such as pointing, finger wagging, gesturing, staring, etc.
- Let matters build up. Don't let things get out of hand before you discuss the matters or make a complaint

REPORTING ASB TO MONMOUTHSHIRE HOUSING (MHA)

If talking doesn't work and either you or the person causing the anti social behaviour is a tenant, or if the issue is a general one taking place on our estates, you can make a report to Monmouthshire Housing Association in 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).

You can also ring **HEDDLU GWENT POLICE** by dialling their **101** service to report incidents affecting you or your neighbourhood.

However, if you are concerned for your personal safety or someone else's, or if the matter is a real emergency, ring **HEDDLU GWENT POLICE** by dialling **999**.



| IF YOU ARE SUFFERING FROM ANTI SOCIAL BEHAVIOR|

- Our neighbourhood officer will explain what action the association can and cannot take as well as advising you which other agencies may be able to help. If the nuisance involves criminal activity, it is also very important that you report it to the Police.
- You should keep a diary of every incident that occurs, including time and date, a record of what occurred, and details of any witnesses. Our neighbourhood officer can provide you with prepared sheets designed for this purpose.
- For information relating to how MHA tackles ASB, see our leaflet 'Managing ASB'.



| IF YOU ARE SUFFERING FROM ANTI SOCIAL BEHAVIOR|

OTHER HELP & ADVICE

- The Welsh Government provides further advice in their leaflet entitled 'Living in Harmony: What to do about neighbour disputes' -

This can be accessed via their website:

<http://wales.gov.uk>

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
- Domestic Abuse ASB
- Hate Crime 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.