



Monmouthshire Housing
Tai Sir Fynwy

Anti Social Behaviour

What You Can Expect Us To Do

Easy Read Guide • November 2014

| Anti Social Behaviour |

1. What Is Anti Social Behaviour?

Anti social behaviour is when somebody does something that can hurt, scare or upset others, things like:

- Graffiti on walls
- Playing loud music late at night
- Targeting or causing nuisance to you or your family
- Causing damage to property in the area where you live

2. Tell Us About Anti Social Behaviour

Monmouthshire Housing Association will take action and try to stop the anti social behaviour.

You should tell us quickly if there is anti social behaviour. We will try to help you.

If you tell us quickly we can act quickly to try and fix the problem. We can try to keep you safe by stopping serious problems.

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3. What We Will Do

When you tell us about anti social behaviour we will ask you what happened.

We will help you as quickly as we can. We will talk to you in less than 5 working days.

We will let you know what is happening.

We will:

- Talk to you about the problem and who was there
- Talk about what we can do next
- Talk about what you can do next

4. Taking Action On Anti Social Behaviour

If the person responsible for anti social behaviour lives in one of our homes:

We will:

- Do what we can to find out what happened
- Talk to you and anybody else who saw what happened
- If the problem carries on, we will ask you to keep a diary about when the anti social behaviour happens

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5. What We Can Do About The Problem

If we check your complaint and find there was anti social behaviour we can:

- Talk to you and the other person
- Work with them to change their behaviour
- Go to court to get an order to make them stop

If the person doing anti social behaviour does not live in one of our homes we will:

- Work with others to find out what happened, like the police or Monmouthshire County Council
- Take direct action ourselves if we can

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6. Want To Know More Or Report Anti Social Behaviour?

Please get in touch with us on **0845 677 2277** (local call rate), **01495 761100** (if you're using a mobile).

www.monmouthshirehousing.co.uk

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

Anti Social Behaviour can also be reported to **HEDDLU GWENT POLICE** via the Police's **NON EMERGENCY NUMBER 101**.

If you feel your life is threatened, violence is being used or may be used, or there is a crime in progress, then you should DIAL **999**.

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

If you need this information in your own language or information on any of our other services please contact us and we will be happy to help .

☎ **0845 677 2277**

@ **communityservices@monmouthshirehousing.co.uk**

🌐 **www.monmouthshirehousing.co.uk**

✉ **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
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Monmouthshire Housing
Association website.

