



Anti-Social Behaviour

Helping You

MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"



Introduction

Monmouthshire Housing Association (MHA) wants tenants to live in an environment where they feel safe in their homes and communities.

We are committed to taking clear steps to deal with Anti Social Behaviour (ASB), nuisance and harassment so that MHA can provide a high quality service and work alongside our tenants and partner agencies such as the police to make our communities a safe place.

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

What is Anti-Social Behaviour (ASB)?

MHA uses the following definition of ASB, which was chosen in consultation with tenants; 'Anti-Social Behaviour is any type of aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'.

Your Responsibilities?

These are set out in your tenancy agreement. This agreement is a legal contract between MHA and the tenant. MHA can enforce the tenancy agreement and court action may be taken; dependent on the nature of the ASB and evidence.

What are MHA's Responsibilities?

ASB will be categorised and dealt with in the response time stated in this leaflet, via telephone, letter, email or visit from a member of the Neighbourhood/ASB team.

During the stages of your complaint we will take your complaint seriously, make every reasonable attempt to resolve the problem in a firm but sensitive manner, remain impartial and approach the situation with the view that all parties are innocent until the facts about any complaint have been established and we will deal with complaints in the strictest confidence.

What to do if you have a complaint

The earlier a dispute is resolved, the better for everyone.

Sometimes neighbours are unaware of how their actions affect others around them.

Approaching your neighbour in a polite and friendly manner explaining how their actions affect you can resolve many disputes without need for further action.

This may not be appropriate if your complaint is regarding harassment, intimidation, violence, or any other situation where you may feel vulnerable.

In these situations, you should contact the police straight away, but always inform MHA as well.

Level of ASB

URGENT

NUISANCE

Our Service	Examples
Formal contact within ONE working day.	<ul style="list-style-type: none"> • Physical Assaults • Criminal behaviour • Domestic Violence • Hate Crimes
Formal contact within FIVE working days.	<ul style="list-style-type: none"> • Non – physical abuse • Noise nuisance • Youth nuisance • Intimidation • Threatening behaviour • Selling or using drugs illegally • Drunkenness • Dogs barking/ fouling • Garden nuisance • Vandalism/ damage to properties

How do you report ASB?

- **Via the telephone, email or in writing to MHA.**
- **Through a third party such as an advocate, a friend or relative.**
- **Anonymously, however this may restrict the amount of investigation and action we can undertake and will prevent us from providing you with information and support.**

What happens then?

- **We will record your complaint and allocate a named officer to you.**
- **We will acknowledge your complaint within the time frame stated.**
- **We will investigate all reasonable complaints.**
- **We will interview all necessary parties as required.**
- **We will provide you with log sheets if necessary.**
- **We will agree an action plan with you.**
- **We will provide you with feedback at every step of the process.**
- **We will offer support where appropriate and make the any necessary referrals.**

When will the case be closed?

A case may be closed when:

- **Complainant withdraws the complaint or requests no further action.**
- **The issue has been resolved.**
- **No further complaints have been received for a three month period after the receipt of the last complaint.**
- **On investigation, there is no justification for further action.**

MHA's Confidentiality Statement

MHA takes the confidentiality of anyone reporting an ASB case seriously. This means that any information written or verbally received will be held in confidence and treated with the utmost care.

We will never disclose a complainant's identity to another member of the public except with your permission.

Information may be legally exchanged between MHA and the Police under the Crime and Disorder Act 1998.

How to Contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

Email

You can also contact us via email: **customerservices@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Facebook**

www.facebook.com/Monmouthshire.Housing

Twitter**

www.twitter.com/mon_housing

***Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

Useful Contacts

MHA's Main Office:	0345 677 2277
MHA's Rent Line:	0800 085 3557
Repairs Helpline:	0800 980 7751
TV Licence:	0300 790 6131
Council Tax:	01633 644630
Homemakers :	01873 857 618

Utility Companies

Welsh Water:	0800 052 0145
SSE/Swalec:	0345 071 3994
British Gas Emergency:	0800 111 999

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**

MCC's Website: **www.monmouthshire.gov.uk**

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Monmouthshire Housing Association



0345 677 2277



customerservices@monmouthshirehousing.co.uk



www.monmouthshirehousing.co.uk



**Monmouthshire Housing Association
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