



"Providing high quality homes & services that put people first"

Anti-Social Behaviour

Are You Suffering?

MHA's Mission Statement

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

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



Monmouthshire Housing
Tai Sir Fynwy

Introduction

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

Other MHA leaflets relating to ASB are available on request:

- Drugs & Drug Dealing
- Managing ASB
- Hate Crime ASB
- Noise Nuisance
- Domestic Abuse ASB
- What is ASB

Reporting ASB

You can report problems with ASB to Monmouthshire Housing Association by calling our Head Office at Mamhilad on **0345 677 2277**.

Alternatively, you can report this directly to a member of MHA staff in person log your report via the MHA website **www.monmouthshirehousing.co.uk**

ASB can also be reported to Heddlu Gwent Police via the police non emergency number **101**.

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**.

- 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.

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>**

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**

Monmouthshire Housing Association

- 📞 **0345 677 2277**
- ✉ **customerservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ
- 📘 **facebook.com/Monmouthshire.Housing**
- 🐦 **twitter.com/mon_housing**



Scan the QR code to access
the MHA website.