



Anti-Social Behaviour

Drugs & Drug Dealing

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.

Anti-Social Behaviour



Monmouthshire Housing Association (MHA) recognises that serious nuisance and anti-social behaviour (ASB) to individuals and the community can be caused by the misuse of drugs. This is reflected in our tenancy agreements which state:

“You, your family, members of your household, visitors to your home and pets must not cause a nuisance, annoyance or disturbance to any other person in the neighbourhood or to any of our tenants, agents, staff or contractors.

Examples of nuisance, annoyance or disturbance include, amongst other things, selling or using drugs illegally”.

If a tenant is found to be using or selling drugs from their property proportionate action will be taken for breach of tenancy.

MHA works in partnership with Gwent Police and other agencies to address community safety and ASB issues including drug taking and drug dealing.

Support is always available to all tenants and residents whether victims, witnesses or those who are causing ASB. Anyone who feels that they have an issue with drugs can always contact MHA for a referral to be made for free and confidential support.

Reporting ASB

If you would like to report problems with ASB caused by drug misuse or someone selling drugs, or if you wish to confidentially request support, please call 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 our website **www.monmouthshirehousing.co.uk**

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

Contact information for more advice, help or support regarding drug misuse can be found below:

www.dan24/7.org.uk
or tel **0808 808 2234**

www.drugaidcymru.com
or tel **0870 060 0310**

Other MHA leaflets relating to ASB are available on request:

- What is ASB?
- Managing ASB
- Hate Crime
- Drugs & Drug Dealing
- Domestic Abuse
- What to do if you are suffering from ASB

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 ASB 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.