



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

Anti-Social Behaviour

Managing ASB

MHA's Mission Statement

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

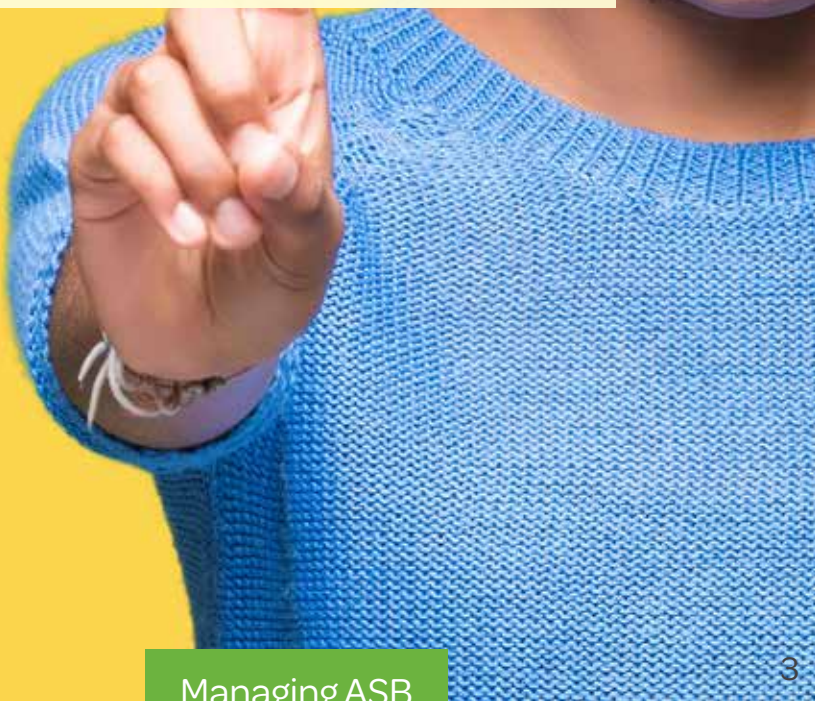
Please contact the Corporate Services Team on **01495 761104** or **corporateservices@monmouthshirehousing.co.uk** if you require this document in Welsh or any other language, PDF, large print, braille or in an audio format.



Monmouthshire Housing
Tai Sir Fynwy

Introduction

Tackling Anti-social behaviour (ASB) is a priority for Monmouthshire Housing Association (MHA). We understand that ASB can seriously affect people's lives and cause misery and sometimes fear in a community.



Monmouthshire has a Community Safety Partnership within which MHA plays an active role. Through this we work together with partner agencies such as Heddli Gwent Police, Monmouthshire County Council, Probation Service, Youth Offending Team, Support Agencies and other Registered Social Landlords as well as with local residents to prevent and tackle ASB.

MHA has consulted with tenants, staff and stakeholders to set Service Standards for dealing with ASB complaints. When a complaint of ASB is received this is categorised as Nuisance or Urgent depending on the type and severity of the incident that has occurred. We will respond to Urgent cases within One working day and to Nuisance cases within Five working days.

At MHA we have shown our commitment to dealing with ASB by creating a small specialist team. Cases which are designated as Urgent will initially be dealt with by the specialist ASB team. Cases which are designated as Nuisance will be initially dealt with by the Neighbourhood team.

Examples of ASB

Examples of urgent cases:

- Physical Violence
- Hate Crime and Domestic Abuse

Examples of nuisance cases:

- Noise, verbal abuse
- Nuisance from pets and animals
- Fly-tipping and littering

The ASB team will support the Neighbourhood Officer in cases which become complex and will take full responsibility for a case if legal actions are required.

MHA aims to deal with all reported cases quickly and efficiently and we will work with both complainants and those responsible for causing ASB to achieve best possible outcomes for complainants and communities. We will advise complainants which staff member is dealing with their case and keep in regular contact with them offering feedback and support whilst an ASB case is open.

Dealing with ASB

We will be firm but fair in dealing with incidents of ASB. Actions that we take will be proportionate to the situation.

We will offer support to both complainants and perpetrators of ASB. If perpetrators of ASB do not engage with support and their behaviour does not improve we will progress with any actions appropriate to address the situation.

There are many non legal measures we can use, examples of which are:

- Estate Agreements
- Good Neighbour Agreements
- Acceptable Behaviour Contracts
- Verbal or Written Warnings
- Independent Mediation

Where necessary MHA will use legal actions to address serious cases of ASB examples of which can be:

- ASB Injunctions
- ASB Orders
- Demotion of Tenancy
- Possession of Property & Eviction

Reporting ASB

In order for MHA to assess the ASB complainants may be asked to complete log sheets or diaries recording incidents that occur. In cases where legal action is taken these logs are likely to be used as evidence to put to the court in support of the case along with other evidences such as witness statements.

If you would like to report problems with ASB, 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**

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

If however the situation is life threatening or where violence is being used or threatened; there is a crime in progress or someone suspected is nearby then you should DIAL **999**. MHA work in partnership with Heddlu Gwent Police and the Monmouthshire Community Safety Partnership to tackle ASB.

Other MHA leaflets relating to ASB are available on request:

- What is ASB?
- Noise NuisanceHate 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
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