



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. our occupation contracts which state;

***“a contract holder and/ or their occupants, must not engage or threaten to engage in conduct capable of causing nuisance or annoyance.***

***Examples of this amongst other things is selling or using drugs illegally.”***

If a contract holder 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](http://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.dan247.org.uk](http://www.dan247.org.uk)  
or tel **0808 808 2234**

[www.drugaidcymru.com](http://www.drugaidcymru.com)  
or tel **0870 060 0310**

# Victim Support

'Victim Support' is a national charity which gives free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. They are not a government agency or part of the police and you don't have to report a crime to the police to get their help. You can call any time after the crime has happened, whether it was yesterday, last week or several years ago.

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

Victim Support-Line:

**0808 168 9111**

To 'Crimestoppers' via their website at **[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)** or calling **0800 555 111** (free to call)

You do not have to give your name, and what you say is confidential.

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

## Utility Companies

Welsh Water:	<b>0800 052 0145</b>
SSE/Swalec:	<b>0345 070 7373</b>
British Gas Emergency:	<b>0800 111 999</b>

## Useful Websites

Our Website: **[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**

MCC's Website: **[www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)**

# Monmouthshire Housing Association

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- 📞 **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.