



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

Anti-Social Behaviour

## **What is 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

Monmouthshire Housing Association (MHA) defines Anti-social behaviour (ASB) as:

***“ASB is any type of Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person”.***

This behaviour may or may not constitute criminal activity.

# Examples

ASB or nuisance behaviour is behaviour that causes or is capable of causing nuisance or annoyance to others.

***This may be one or a combination of some of the following:***

- Noise nuisance
- Verbal abuse
- Hate related incident
- Vandalism and damage
- Nuisance from pets and animals
- Vehicle nuisance
- Drug and substance misuse
- Alcohol related nuisance
- Domestic abuse

We will take a firm but fair stance when investigating and dealing with ASB and will provide support to help you deal with any ongoing issue. See our leaflet 'Managing ASB' for more details on this.

We will not treat as ASB, matters relating to residents going about their normal everyday activities, unless this constitutes a breach of their tenancy.

***Examples of issues which may upset or disturb people but which cannot be dealt with as ASB are:***

- Flushing toilets
- Cooking smells
- People smoking in their home
- People talking at normal volume in their home
- Household appliances
- Babies crying or playing
- Children playing or arguing
- Riding skateboards or bikes
- Playing football in the street
- People being inconsiderate or thoughtless
- People looking or staring
- Cats straying into other gardens

# Reporting ASB

You can report problems with ASB to MHA 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**.

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.**

## 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**

Victim Support-Line:  
**0800 168 9111**

To 'Crimestoppers' via their website at **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.

# 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)**

***Other MHA leaflets relating to ASB are available on request:***

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

# 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.