



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

Anti-Social Behaviour

Hate Crime

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

Hate Crime occurs when a person is harassed, threatened or attacked because they seem different from other people. Examples of harassment are acts of bullying, intimidation, verbal or written abuse, including abusive or intimidating text messages, emails or graffiti. It can also be damage to property which has taken place as an act of intimidation.

If a person suffers harassment, threats or attack which is because of any of the following differences, this is likely to be a hate related incident which can be a criminal offence.

- Disability
- Religious beliefs
- Race, ethnic origin, skin colour or nationality
- Being lesbian, gay or bisexual (or not)
- Gender identity (this includes transvestites, transgender, transsexual)

Monmouthshire Housing Association (MHA) believes that everybody has the right to feel safe and live their lives free from fear. If you believe that you, or anybody that you know, has suffered Hate Crime we would encourage you to notify the police. If any of the people involved, either as a victim or as a person who may have instigated the abuse or attack,

are MHA contract holders we recommend that you report this to us also. Any reports of hate related incidents or Hate Crime made to MHA will be dealt with under our Anti Social Behaviour (ASB) Policy. Reports will be thoroughly investigated and those who are guilty of this will be held accountable. Hate Crime is a breach of tenancy and a criminal offence.

Where we are made aware of possible Hate related incidents or Hate Crime we will approach the situation sensitively. Supporting victims is a priority for us. We work in partnership with Gwent Police and within the Monmouthshire Community Safety Partnership to enable safety planning for victims and to ensure appropriate actions are taken against those who are guilty of Hate Crime.

Ways to report hate crime

Hate related incidents or hate crime can be reported to Heddlu Gwent police via the Police non emergency number **101**.

You can make a report 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 our website **www.monmouthshirehousing.co.uk** in the following ways:

Reporting makes a difference – to you, your friends, and your community. By reporting hate crime when it happens, you can help stop it happening again or to someone else. You will also help the police to better understand the level of hate crime in your local area, and improve the way they respond to it - We can arrange for translators to communicate with those who have difficulties with English.

You can also report hate related incidents or hate crime to ‘Safer Wales’ or ‘Crimestoppers’ organisations & websites that can offer support ‘Safer Wales’ which is an independent charity that has a website which provides information, and where reports can be made direct at **www.saferwales.com** or by calling **02920 461564**.

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:

0808 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.

Other MHA leaflets relating to ASB are available on request:

- What is ASB?
- Managing ASB
- Noise Nuisance
- 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 070 7373
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.