



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

## **Anti-Social Behaviour**

**MHA's Mission Statement**

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

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



Monmouthshire Housing  
Tai Sir Fynwy

## Introduction

Monmouthshire Housing Association (MHA) wants tenants to live in an environment where they feel safe in their homes and communities.

We are committed to taking clear steps to deal with Anti-Social Behaviour (ASB), nuisance and harassment so that MHA can provide a high quality service and work alongside our tenants and partner agencies such as the police to make our communities a safe place.

# What is expected of me?

MHA's tenants and leaseholders (and their tenants) have a responsibility not to cause nuisance or annoyance to others near your property or the surrounding neighbourhood. You are also responsible for the behaviour of other members of your household and visitors to your property.

# What is Anti-Social Behaviour (ASB)?

ASB is any type of behaviour which causes nuisance and annoyance, there are many forms of ASB and we use the following definition.

“Anti-Social Behaviour is any type of aggressive, intimidating or destructive activity that damages or destroys another person’s quality of life.”

### **Anti-Social behaviour includes such things as:**

- Graffiti on walls
- Noise nuisance such as playing loud music late at night
- Vandalism or damage to property in the area where you live
- Verbal abuse
- Hate related incidents
- Nuisance from pets and animals
- Vehicle nuisance
- Drug and substance misuse or dealing
- Alcohol related nuisance
- Domestic abuse
- Physical violence
- Criminal behaviour
- Prostitution / sexual acts
- Harassment, intimidation or threatening behaviour
- Litter/rubbish
- Garden nuisance
- Misuse of communal areas

# How will MHA deal with it?

Our aim is for people to live in their homes without causing or suffering ASB. We will support victims and witnesses of ASB and work with those who cause ASB to address their behaviour. However, where problems persist, we will not hesitate to use all measures open to us to address the problem including legal action. - Remove the part about putting tenancy at risk as this leaflet is for leaseholders.

We work in partnership with other agencies including the Police and Monmouthshire County Council to resolve ASB and have a variety of informal and legal interventions to deal with it.

We have developed service standards for dealing with reports of ASB along with a variety of leaflets on ASB, all of which are on our website. Alternatively, you can contact us to request a copy of any of these documents.

# How can I report ASB?

**You can report ASB to us in the following ways:**

1. By calling **0345 677 2277** or **01495 761100**
2. By submitting a report through our website: **www.monmouthshirehousing.co.uk**
3. By reporting directly to a member of staff in person.







# How to Contact us

## General

If you have a query regarding your home, leasehold or service charges or would like to report problems with anti-social behaviour or a neighbourhood issue please contact your leasehold officer by calling our 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: **leasehold@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**

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

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

TV Licensing: **[www.tvlicensing.co.uk](http://www.tvlicensing.co.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**



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Scan the QR code to access  
the MHA website.