

Other useful contacts

For social services and environmental health contact your relevant local authority:



monmouthshire
sir fynywy

Monmouthshire County Council
Tel: 01633 644644



Newport City Council
Tel: 01633 656656



Torfaen County Borough Council
Tel: 01495 762200



Blaenau Gwent Council
Tel: 01495 311556



Powys County Council
Tel: 01597 826000



- Visit the alleged perpetrators
- Evict those responsible.
- Provide counselling

Our commitment to you:

- Our Dispute Resolution Team responds to high level anti-social behaviour within 24 hours. You will be provided with a named officer who will be your main contact. Low level enquiries will be dealt with by your housing officer who will respond within three days.
- With your help and the help of other agencies we will investigate cases and aim to resolve them within 10 working days, dependent upon the case.
- We also provide you with incident diaries where required so that you are able to record incidents of anti-social behaviour. These diaries may also be used in any court proceedings.
- Where we are considering legal action, your case will be dealt with by our Dispute Resolution Team which provides specialist advice and support.

- We can also provide support in the way of security alarms, mediation and help from victim support.
- Melin can also provide counselling for victims of anti-social behaviour.

You can report anti-social behaviour:

- Online at www.melinhomes.co.uk
- Call us on 08453 101102
- Call the Police non emergency number 101
- Email: asb@melinhomes.co.uk

If you need this information in large print, Braille, on CD, or explained in your own language, please contact us on 01495 745929.

Everybody needs good neighbours

Dealing with anti-social behaviour

Dealing with Anti-social behaviour

To help you and your neighbours live in harmony Melin is committed to taking a firm but fair stance against serious incidents of anti-social behaviour while giving you the tools and support to deal with neighbourhood disputes before they escalate.

Anti-social behaviour can take many forms and can be persistent. Noise nuisance from a one-off party doesn't constitute anti-social behaviour.

Anti-social behaviour can include:

- Any hate related incident about a person's race, sexual orientation, gender, religion, disability or age.
- Domestic Violence
- Threatening behaviour
- Physical violence e.g. physical abuse, assault, fighting
- Drug dealing
- Arson
- Criminal Offences
- Prostitution
- Harassment

Try Talking

It is important to try and curb any neighbourhood disputes before they escalate.

People are sometimes unaware of how their actions affect others and calmly talking to your neighbour may mean you can resolve the issue quickly and without bad feeling.

Some incidents, however annoying or irritating, are not classed as anti-social behaviour. The issue may be something that you are unable to change, but if it proves to be a constant nuisance talk to your housing officer.

Anti-social behaviour is not:

- Children playing in the street
- Children arguing
- Riding bikes or skateboards
- Events in the home such as; flushing toilets, cooking smells, smoking in own home, washing machines, babies crying or playing.
- Staring or looking at someone.
- Pets straying across garden areas.
- One off noise nuisance such as a one-off party or BBQ

The tenancy agreement

This is a legal agreement between you and Melin Homes, which states that you are responsible for everyone living in, or visiting your home.

Melin will take firm but fair action against those causing serious on-going anti-social behaviour which may lead to court action.

Melin believes that it is better for everyone if any problems are solved at the earliest possible stage.

However where this is not possible and anti-social behaviour is serious and persistent, we will take action against those responsible.

We will ensure that our response is proportionate to the severity of the incident.

We can:

- Send warning letters
- Visit alleged perpetrators
- Provide mediation
- Work with other agencies, including the Police, Community Safety Partnerships
- Demote tenancies
- Obtain injunctions
- Obtain ASBOs

If you want to know more contact us at

Melin Homes
T'yr Efail
Lower Mill Field
Pontypool
Torfaen
NP4 0XJ

Tel: **08453 101102**

Web: www.melinhomes.co.uk

Other useful contacts

Police non-emergency number:



Benefit Fraud

The Welsh National Benefit Fraud Hotline
Tel: 0800 6783722

is open from 8.00 am to 6.00 pm, Monday to Friday (an out-of-hours messaging service operates from 7.00 am to 8.00 am and 6.00 pm to 11.00 pm weekdays and from 7.00 am to 11.00 pm at weekends).

All Wales Domestic Abuse

