

Anti-Social Behaviour

What you need to know

Everyone has the right to live peacefully in their homes and communities.

This factsheet covers your responsibilities as a tenant and also gives you advice on what to do if you experience any problems.



Your responsibilities as a tenant and neighbour



Visitors to your home

As a tenant you are responsible for your own behaviour and actions, as well as those who live with you and anyone who visits your home.

If anyone is causing problems please do the responsible thing and either address the situation straight away or tell them to leave.



Noise

It is widely believed that there is a set period of time where music etc. can be played at any volume -THIS IS A MYTH!

If your music, TV etc. is at a volume that could cause nuisance, this is Anti-Social Behaviour, regardless of the time it is being played. Although we do not expect you to live in silence please be mindful and use common sense if you or anyone at your home is listening to music etc.

Naturally children can create noise, as can we all, especially if we are possibly addressing their behaviour. We respectfully ask that you be as considerate of your neighbours as possible.



Improving your home - DIY

There may be times where you'll carry out improvement works to your home which may involve using loud tools, such as a drill or hammer.

Please be mindful of the time when carrying out this work. Do not use any power tools or undertake disruptive work at unsociable hours.

It may be a good idea to speak with your neighbours before you start the work, to let them know.



Home security

We normally allow tenants to install their own CCTV systems; however, you must first request permission from us. Contact your Housing Officer on 0800 085 7843 for more information.

Please note: For security purposes, your CCTV should only view your own property. It must not be directed at any other properties or public areas. Although there is no law to say that you should display signage for domestic CCTV, we advise you to put up appropriate signage



Off road bikes

You need permission from MVH to keep an off road motorcycle at your property, this includes in an outside storage area.

Please note: Before we grant this permission, we must be completely satisfied that the bike/vehicle is being stored correctly and you have the means to transport the vehicle to and from the property legally, as well as having the landowner's permission where the vehicle is being used.

You cannot store any vehicle within your home or in any communal areas (e.g. entrance halls, stairs, landings, storage cupboards). These vehicles contain petrol and oil which are highly flammable, so don't put your family or neighbours in danger by keeping motorbikes in your home.



Fly-tipping

We are committed to keeping our communities looking good. Everyone has a responsibility to get rid of their waste properly and report incidents of flytipping.

You can report incidents of flytipping, order bins and recycling containers and find your nearest recycling centre on Merthyr Tydfil County Borough Council's website. Visit www.merthyr.gov.uk for more information. You can also report flytipping on our website www.mvhomes.org.uk



Reporting ASB

Always get in touch and let us know

If you experience Anti-Social Behaviour, please contact us and report it. Don't assume that someone else will or that we already know.

When you contact us, it's up to you whether you give us your name, address and telephone number. Please remember all reports will remain anonymous, your details will not be disclosed but we can't update you with the progress of our investigations without these details.

Who to contact?

Anti-Social Behaviour

Report ASB to us 0800 085 7843 or leave a message on our 24 hour hotline 01685 727888.

You can also contact South Wales Police on 101 or via their website www.south-wales.police.uk

Criminal Matters

In the unfortunate event you are the victim of a crime or have witnessed any criminal activity (e.g. drug dealing, threats of violence, off road motorcycling etc.) - **please report the matter directly to South Wales Police on 101. If it's an emergency please dial 999.**

Dealing with anti-social behaviour

We understand living with Anti-Social Behaviour can be upsetting.

It's our aim to investigate as thoroughly as possible the first time, however this can take us some time to do. Therefore we ask your patience and trust that we'll resolve things the right way.

There are legal requirements we have to fulfil as social landlords, and, should a case ever need to go to court, we aim to be as prepared as possible.

Is it Anti-Social Behaviour?

Anti-Social Behaviour is **'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'**.

If you experience ASB, please contact us and report it.

Other issues

Other issues may aggravate or annoy you personally, but they aren't anti-social. Most of these examples include things that cannot be avoided; like a baby crying, the sound of doors closing, children playing in the street, someone staring at you, flushing a toilet.

If you are experiencing such issues approach your neighbour (if you feel comfortable to do so) they probably don't realise that they are causing a disturbance to you. You'll find most people will listen to your concerns and try to help. If you'd prefer us to speak to them, we'd happily do so on your behalf but we cannot take action for these types of problems.