

# Anti Social Behaviour

Reviewed April 2007

Here at Bro Myrddin Housing Association we always aim to provide a service we can be proud of and that you will appreciate.

This is one of a series of information leaflets explaining the service you can expect to receive from us.



## What is Anti Social Behaviour?

- ✓ Behaviour that causes or is likely to cause nuisance or annoyance, harassment, alarm or distress.
- ✓ Examples include but are not limited to: loud music, abusive or insulting words or behaviour, racial or sexual harassment, selling or possessing drugs, criminal damage.

**Your tenancy agreement says that you must not cause annoyance, disturbance or be a nuisance to people living, working or visiting in the locality of your home.**

## How we can help

- ✓ We will start to investigate as soon as we possibly can but always within 7 calendar days of receiving your complaint.
- ✓ As part of our investigation, we will contact you to discuss your complaint. This may be done by telephone for less serious complaints.
- ✓ We will discuss the situation and advise on what can and cannot be done.
- ✓ We will arrange any support needed.
- ✓ You may be asked to keep a detailed diary of events.
- ✓ We will work with you to try to resolve your problem and explain clearly what is happening at each stage.

# Anti Social Behaviour (continued)

## Our commitment to you

- ✓ To investigate all complaints of anti social behaviour promptly.
- ✓ To attempt to resolve any disputes between neighbours.
- ✓ To consider legal action against any person who continues to behave in an anti social manner.
- ✓ To protect witnesses by all possible means.
- ✓ To work with the police in stopping nuisance neighbours.
- ✓ To work with residents to make your neighbourhood a good place to live.

## Putting things right

We always try to provide the best service that we can. However, if you are not happy, please tell us.

You can do this by writing to us or by completing a Complaints Form. These are available from our office or can be downloaded from our Website [www.bromyrdin.co.uk](http://www.bromyrdin.co.uk)

## Bro Myrddin Housing Association

Cillefwr Industrial Estate

Johnstown

Carmarthen SA31 3RB

**This leaflet is available in Welsh and can be provided in large print, Braille, Moon, audio and other languages on request.**



## Getting Help

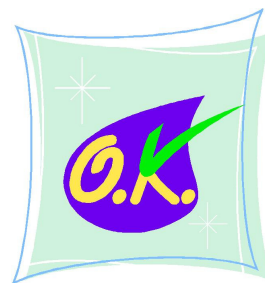
A member of our Housing Team will be available to speak to you:

**Monday to Thursday  
8.30am to 4.30pm and  
Friday 8.30am to 4.00pm**

**Tel. 01267 232714 Fax.  
01267 238107**

**Email.**  
[info@bromyrdin.co.uk](mailto:info@bromyrdin.co.uk)

Or visit our website at  
[www.bromyrdin.co.uk](http://www.bromyrdin.co.uk)



Approved by Bro Myrddin  
Residents' Forum