



Together we can make
communities safer

We want tenants to feel happy and safe in their homes and in the community.

We've created our Anti-Social Behaviour (ASB) action plan, outlining the steps we take to ensure a safe and comfortable living environment for MSV tenants. We endeavour to:

-  **Visit new tenants within six weeks** of moving into their new homes to make sure they are settling in and getting the support they need.
-  **Remove graffiti** reported or identified within one week, unless being investigated by the police.
-  **Investigate promptly** any fly-tipping on MSV-owned land, to identify the person/s responsible and request removal. If the rubbish is not removed, we will arrange for the removal and recharge those concerned if they are identified. We will work in partnership with the local authorities to report any fly-tipping which is not on MSV's land.
-  **Acknowledge and assess** reports of anti-social behaviour within **24 hours**.
-  If it is serious **anti-social behaviour; including violence, threats, harassment, hate behaviour, or domestic abuse**. We will speak to you as soon as possible either over the phone or arrange contact within one working day.

Did you know?

MSV is a National Hate Crime Reporting Centre. Scan the QR code for details on Community Safety at MSV.

