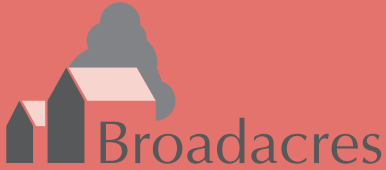


Antisocial behaviour – Are you a victim of harassment or hate crime?



It's not

just
the
bricks

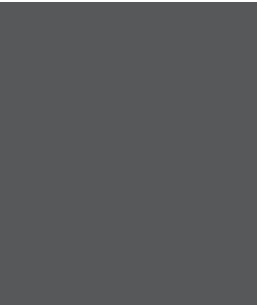
about

bricks





Broadacres is committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.



What is harassment?

Harassment is an offence committed against a person or property to intimidate people and make them feel uncomfortable.

Examples of harassment include:

- calling people names;
- making threats to people's homes;
- abusive letters or graffiti;
- arson or attempted arson; and
- physical attacks.

What is hate crime?

Hate crime is a more specific type of harassment. Hate crime is a criminal offence committed against a person or property because of their:

- ethnic background;
- nationality;
- religion;
- sex;
- sexuality; or
- disability.

We will not accept any incidents of harassment or hate crime that involve our tenants, employees, contractors or agents. We are committed to taking quick and effective action to protect the victim, stop abuse and prevent more incidents in the future.

I am experiencing harassment or hate crime – what should I do?

If you feel you are being harassed or the victim of hate crime, you should contact us. Our contact details are at the back of this leaflet. If you have a support worker, you can also tell them about your problem.

If you telephone us or call into one of our offices, our customer service or housing advisors will take brief details of what has happened. If you write to us or contact us by e-mail, please describe what has happened, when it happened, who is doing it and how we can contact you.

Your complaint will be passed to your housing officer who will contact you within two working days. The housing officer will arrange to meet you to discuss what is happening in more detail. We can meet you at your home, in one of our offices or somewhere more convenient for you.

The housing officer will agree with you what will happen next. This could include some or all of the following actions.



Gathering the evidence

If we are to take legal action, we will need details of what has happened. Getting these details may involve any or all of the following:

- Photographing any physical evidence, such as graffiti or damage to your home.
- Being given any written evidence, such as threatening letters (we will give you a copy of any evidence that we need to take away).
- Speaking to other people who have seen or heard any of the incidents.
- Asking you to tell our solicitor what has happened – this is known as a witness statement.
- You keeping a record of any further incidents.

Making sure you feel safe

We will make sure that you continue to feel safe in your home. If you are one of our tenants, we will put in place any extra security measures that you need, such as door chains or a spyhole. If you have a phone, we can give you an emergency alarm that connects you directly to our 24-hour customer service centre.

If you do not live in one of our properties but you are being harassed by one of our tenants, we will refer you to agencies who can provide these extra security measures.

We will remove any graffiti which is racist or aimed at a specific person within 24 hours.

Providing support

If you need someone to support you to stay in your home while we are taking action, we will put you in touch with one of our support workers or with another agency who can help. The phone numbers of your local Victim Support group are on page 7 of this leaflet. If you need someone to interpret, translate or sign for you, we can arrange this.

If we are taking legal action (see page 6), you will probably need to go to court as a witness. Our Tenancy Relations Co-ordinator will support you through this process by:

- telling you what happens at a court hearing;
- providing transport if you need it, to and from the court;
- staying with you while you are waiting to give your evidence; and
- paying for any loss of earnings or extra costs that you have had to pay for someone to look after your children or other relatives.

Our leaflet 'Being a witness' has more details.

Contacting the police

We encourage you to report all incidents of harassment and hate crime to the police, which you may have already done by the time that you contact us. The harassment or hate crime that you are experiencing may be a criminal act (such as racial harassment) and, if so, the police have powers to deal with this. These police powers may be effective by themselves or they may be used along with action that we can take.

Rehousing

If you are suffering from severe harassment or hate crime and you and we do not feel that you are safe to stay in your own home, we will help you find alternative accommodation.

We will try to provide you with another of our properties, however, if none is available we will work with other housing associations and local councils to try and find you suitable accommodation.

This may be for a short period, while we or the police take legal action, or it may be a permanent move.

Interviewing the person who is harassing you

At some point we will probably need to interview the person who is harassing you. We may agree with you to do this after you have made your first complaint to us. This gives the person involved a chance to stop their harassment. However, in severe cases we will start legal action before we contact them so that you have some protection.

As harassment is usually directed at individuals, it is difficult to take any action without revealing your identity. We will, however, discuss this with you and get your agreement first.

Taking legal action

In severe cases of harassment, we will take immediate legal action by applying for an injunction without notice. This means that a judge will decide whether to issue an order for the person causing the harassment to stop their behaviour. The person involved will not be told beforehand about the hearing (which is why it is 'without notice'). You will need to give a witness statement but you may not need to attend the court hearing. There will be a second court hearing at a later date, and the person causing the harassment can be present at this hearing. You will also need to attend this second hearing. The judge could then make a permanent order. If the person harassing you lives in one of our properties, we may also take action to evict the family.

Our leaflet 'Action to stop antisocial behaviour' describes the full range of legal action that we can take.

Phone numbers for support groups

Hambleton & Richmondshire Witness Service	01609 781066
Victim Support North Yorkshire	0845 0710871
Victim Support National Helpline	0845 30 30 900
Victim Support Darlington	01325 282966
Victim Support County Durham	01904 696450
Hambleton & Richmondshire Community Addiction Service	01609 780486
Hambleton and Richmondshire Advocacy	01609 778652
Domestic Abuse Helpline	01325 364486

Other information

We have other antisocial behaviour leaflets available.

- A summary of our policy and procedures. (Full copies of our policy and procedures are also available if you ask for them).
- Being a witness.
- Action to stop antisocial behaviour.
- What should I do?

If you ask, we can supply our documents in large print, on CD, in Braille, in picture format and in languages other than English.

How you can contact us



Please write to us at:

Broadacres Housing Association

Freepost RRBZ-TATA-BYHL (you do not need a stamp)

Mount View

Standard Way

Northallerton

DL6 2YD

Phone: **01609 767900**

or **0800 587 5291** 24 hours (free from a landline)

Fax: 01609 777017

E-mail: info@broadacres.org.uk

Website: www.broadacres.org.uk

Call in at one of our offices:

Broadacres House, Mount View, Standard Way, Northallerton, DL6 2YD

Monday to Thursday 8.45am to 5.15pm | Friday 8.45am to 4.45pm

1 York Vale House, Elder Road, Northallerton, DL6 1RT

Monday, Friday and Saturday 9.30am to 12.30pm | Wednesday 2pm to 6pm

The Old Surgery, Masonic Lane, Thirsk, YO7 1PS

Monday to Friday 9.30am to 12.30pm

Woodville, 25 College Square, Stokesley, TS9 5DN

Monday to Friday 9.30am to 12.30pm

32a St. Monica's Garth, Easingwold, YO61 3GZ

Tuesday and Friday 10am to 12noon

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