



Gloucestershire
Housing Association

Racial Harassment

This leaflet provides advice if you are suffering from racial harassment



APPROVED
BY GHA RESIDENTS



RESPECT Give respect Get respect

If you would like this information in any of the following formats or a different language please contact us. **T. 01452 529 255**

- Large print
- In Braille
- On tape
- Face to face

Bengali

আপনি কি অন্য কোন ভাষায় কিছুর অনুবাদ চান? যদি তাই হয়, দয়া করে সহায়তার জন্য 01452 529255 এ নাথারে ফোন করুন এবং একজন কষ্টমার সার্ভিস এডভাইজারের সাথে কথা বলুন।

Cantonese

您是否需要將一些資料翻譯成另一種文字？如果您有此需要，請致電 01452 529255 尋求幫助並與一位「客戶服務建議員」聯絡。

Czech

Potřebujete něco přeložit do jiné řeči? V případě, že ano, zavolejte na číslo 01452 529255 a požádejte poradce z oddělení služeb zákazníkům [Customer Services] o pomoc.

French

Avez-vous besoin de faire traduire quelque chose dans une autre langue? Dans ce cas, veuillez téléphoner au 01452 529255 pour assistance et parler à un conseiller du service clientèle.

Gujarati

શું તમને કોઈ બાષાનું બાષાંતર જુદી બાષામાં કરાવેલું જોઈએ છે? જો હા, તો કૃપા કરીને મદદ માટે 01452 529255 પર ફોન કરો અને કસ્ટમર સર્વિસીસ એડવાઈઝર સાથે વાત કરો.

Mandarin

您是否需要將一些資料翻譯成另一種文字？如果您有此需要，請致電 01452 529255 尋求幫助並與一位“客戶服務建議員”联系。

Polish

Potrzebujesz tłumaczenia? Jeśli tak, zadzwoń pod numer 01452 529255 i porozmawiaj z doradcą ds. obsługi klienta

Portuguese

Necessita de alguma informação traduzida para um idioma diferente? Se necessitar, ligue 01452 529255 para pedir ajuda e falar com um Consultor do Serviço ao Cliente.

Spanish

Necesita alguien que le haga traducciones a otros idiomas? Si es así, por favor llame al 01452 529255 y pida hablar al servicio de atención al cliente.

Urdu

اگر آپ کو کسی چیز کا ترجمہ کسی اور زبان میں درکار ہو تو براہ کرم 01452 529255 پر فون کر کے تعاون حاصل کریں اور کسی کسٹمر سروسز ایڈوائزر سے بات کریں۔



GENERAL INFORMATION

Gloucestershire Housing Association is committed to tackling all incidents of racial harassment with a robust approach. We will take prompt and effective action against perpetrators of such behaviour aiming to protect the victim, stop the abuse and prevent further incidents.

WHAT IS RACIAL HARASSMENT?

We define a racist attack as:

“any incident which is perceived to be racist by the victim or any other person”

Under the terms of the tenancy agreement:

- A tenant is responsible for the behaviour of anyone living with them and any visitor to the premises.
- A tenant, or any member of the household, or any visitors must not behave in a way that causes or is likely to cause, a nuisance or annoyance to anyone near the premises, including neighbours, or other residents.
- A tenant or any member of the household or any visitors must not commit any act of violence against any other person living in the premises, including a joint tenant.
- A tenant or any member of the household, or any visitors must not commit any kind of harassment (including harassment because of someone’s age, sex, sexuality, race, culture, ability or lifestyle) which may interfere with the peace and comfort of, or cause offence to, any other person (including any of our tenants, leaseholder or employees, and any visitors or neighbours).

The following are some examples of racial harassment:

- Verbal abuse
- Assault
- Vandalism
- Threatening behaviour
- Incitement
- Damage to property

WHAT YOU CAN DO IF YOU ARE SUFFERING FROM RACIAL HARASSMENT

If you are suffering from racial harassment please report this to your Housing Officer in the first instance.

- We can offer you confidential advice over the phone, at our offices, at a home visit, or at a visit to you at a local venue
- We will interview you within 24 hours
- If special requirements such as interpretation facilities are required then these will be made available.
- All information you provide to us will be treated as confidential. If we need to work with other agencies we will seek your permission beforehand.
- We can advise you on the options to resolve the issue and also to provide support to you.
- We will keep you informed of the progress of a case
- We can consider additional security measures e.g. additional locks
- Where appropriate we will consider legal action against those who are causing racial harassment. This can include injunctions, anti-social behaviour orders, and possession proceedings. We will also support any criminal prosecutions recommended by the Police.
- We will provide advice to the victims of racial harassment on alternative sources of accommodation and support, including assistance from voluntary organisations.

- We will consider a management transfer for a victim of racial harassment. This will be on a like for like basis, and normally done in conjunction with action against a perpetrator.

REPORTING INCIDENTS

It is important that when reporting an incident you provide as much information as possible including:

- The nature of the problem
- Who is causing the problem
- Dates and times
- Action you have taken to resolve the matter
- What action you would like us to take
- The effect of the behaviour on you and your household.

FURTHER ADVICE

The Police have wide ranging powers to deal with incidents of racial harassment and usually have a local unit who can be contacted via **999**.

A list of advice agencies is available from your Housing Officer on **01452 529 255** or on our website at **www.glosha.co.uk/advice**

The following leaflets are available from our offices or can be downloaded from our website: **www.glosha.co.uk/advice**

- Anti-Social Behaviour
- Domestic Abuse



Equality and Diversity

GHA is committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business. GHA will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



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GHA: *providing
sustaining
enhancing*