

take place over a period of time. It is useful to keep a diary and to make a note of any witnesses who would be willing to testify in court.

Don't be afraid to tell us if you have problems either in completing forms or because English is not your first language as we can organise help.

If you wish to obtain further information on dealing with harassment please contact us at the address overleaf.

# NUMBER EIGHT

a guide  
to dealing with harassment

This is number eight in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੱਖੇ ਪ੍ਰਕਾਸ਼ਨ "ਸੇਵਾ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہماری خدمات" (گاؤڈ تو اور سروس لیفلٹس) دیکھیں۔

هذا المستند متوفر أيضا برجتا إلى لغتكم،  
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "  
المتوفر من هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস' (আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিসদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務介紹資料冊指引》，請向我們辦公室詢問這份指引之詳情。

Waxaad kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

This document is also available in large print, braille and audio tape on request.



Cosmopolitan House, 2 Marybone  
Liverpool L3 2BY  
Tel: 0151 227 3716, Fax: 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.



NUMBER

8

in a series of  
information  
leaflets

A GUIDE  
to dealing with  
harassment



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

# DEALING WITH HARASSMENT

## What is harassment?..

Harassment is not just nuisance. it is a deliberate attempt to intimidate or dominate someone. It can include physical assault, threat of violence, property damage, graffiti, arson and abuse. Incidents can be due to racism, sexism or other forms of ignorance and hatred. it is sometimes also connected with criminal activity.

## How will Cosmopolitan deal with harassment?

Cosmopolitan Housing Association recognises that harassment can severely damage the victim's quality of life and we will not tolerate any form of racist behaviour or other harassment on our estates.

Evidence will be collected and legal action taken against any of our residents proved to be involved in acts of harassment or who allow their families or visitors to do so.

## What you should do if you feel you are being harassed?

You must tell us immediately if you find yourself in this situation. Talk to The Tenancy Management Team on 0151 224 0203. Anything you tell us will be kept in the strictest confidence.

## What will happen next?

- You will be asked to give us details of any incidents.
- We will also ask you to let us know if there are any witnesses to the incidents.
- We will ask you if anyone else is affected.
- We may ask you and others affected to fill in a diary of events if the problems you experience are ongoing and we have insufficient evidence to begin proceedings immediately.
- All reports are investigated quickly and treated seriously. It is not always necessary for the victim to give evidence in court.
- We will only involve the Police or another agency if you wish us to do so.
- If you need support to get over an incident of harassment we will also try to put you in touch with someone who can help.
- We will not force you to take part in legal action against the

perpetrator of the harassment unless you are comfortable with it and we will consider moving you if that is the only solution to the problem. We may ask other people in the area who have been affected, to take part in legal action but will not discuss what you tell us with anyone else unless you give permission.

## What can Cosmopolitan do?

We will make every effort to identify offenders and take legal action. Residents are responsible for the behaviour of their family and visitors through their tenancy agreement. Our staff are trained in dealing with the victims of harassment. We can take various measures to stop the problem. This might involve getting injunctions against the perpetrators of harassment and can also result in them losing their homes.

## What other action can be taken?

The police can and will prosecute offenders if they are satisfied that an offence has been committed. This can include intimidation by persistent following or watching of a person as well as more violent activity. They do need evidence to pursue a complaint of harassment.

To take a case to court, evidence has to be carefully collected and recorded about any incidents of harassment that