

# A GUIDE

to

Dealing with Domestic  
Violence



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

# Dealing with Domestic Violence

This leaflet explains what Cosmopolitan can do to tackle domestic violence.

If you have any questions we will be pleased to discuss them with you.

## Policy Statement

Cosmopolitan Housing Association believes that no tenant should live in fear of violence from a spouse or partner, former spouse or partner or other member of their household, and will assist and support any person suffering from or threatened with violence.

If you contact the Association, you can be confident that you will be treated equally and with sensitivity regardless of your age, disability, gender, sexual orientation, ethnicity, religion or beliefs.

## What is domestic violence?

Domestic violence may be physical, emotional, sexual, psychological and economic abuse. It is most often carried out by men, but may also be by women and between gay and lesbian as well as heterosexual partners.

Domestic violence is a criminal offence. If you are a victim, it is **NOT** your fault.

## Reporting Domestic violence

If you are suffering from domestic violence – don't suffer in silence. You can report incidents direct to Cosmopolitan Housing Association and the Police.

You can report to Cosmopolitan Housing Association in the following ways:

By Telephone **0151 224 0203** during office hours or out of office hours (ie. 5pm - 9am) on free phone **0808 100 2578**)

In writing to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool L3 2BY.

In person or via an agency you have already contacted.

E-mail:

**tenancymanagement@cosmopolitanhousing.co.uk**

Or Via our website:

**www.cosmopolitanhousing.co.uk**

## **What happens if I report an incident of domestic violence to Cosmopolitan Housing Association?**

We will provide you with advice and assistance. You do not need to provide proof of domestic violence. We can also offer you an interview with a person of the same sex or cultural background if you wish.

## **What will happen at the Cosmopolitan Housing Association Office?**

You will have a private interview within one working day of making a report to us. Wherever possible a person of the same sex and cultural background will talk to you, if that is what you need. Interviews will be carried out in a sympathetic and supportive manner and will be totally confidential, but the interviewer may have to contact other agencies such as the police or legal advisors with your permission. We will discuss what you should do about the situation in both the short and long term.

## **Will you tell anyone else about the incidents I have told you about?**

We will respect your confidence at all times and will not divulge your details to any other agencies without your consent.

## **Do I have to prove physical violence?**

We will investigate fairly any claims of domestic violence and will not insist that you provide proof of evidence.

## **What if I am a victim and I need help with housing?**

We will take all reports of domestic violence very seriously and will work with other agencies to try and resolve the issues to your satisfaction. This may include looking at emergency short-term and long-term housing options.



## If I chose to stay in my home, what will you do to help protect me?

We will consider evicting the alleged perpetrator from the property so you can return. If you stay in or return to your home there are a number of services that we can offer to help you remain in your home free from domestic violence. These include:

- Ongoing support
- Putting you in touch with a domestic violence agency
- Financial advice to help you maintain your home
- Additional security measures such as a spy hole, extra or new locks, door chains, a personal attack alarm, a mobile phone and extra security lighting.
- Assistance with an application for an Occupation Order under the Family Law act 1996
- If you are a joint tenant we will assist you with an application to transfer the tenancy to your sole name under the Family Law Act 1996
- Assist and support you to obtain an injunction against the person causing the domestic violence, which prevents them from living in the property and/or being in the immediate area of the property.

## **If I decide to allow you to take action against the person causing the domestic violence, what support will you give me as a witness?**

We will support you through this difficult time. With your agreement we will provide you with a support package that includes putting you in touch with a domestic violence agency, providing extra security measures such as extra locks, mobile phone, personal attack alarm and security lighting and where necessary CCTV cameras.

We will arrange transport to and from court if you so wish and could assist with childcare and other costs including loss of earnings for the hearing and expenses.

## **What if I decide to stay with the person who has caused the domestic violence?**

Although our main concern is for the victim of domestic violence, we recognise that in some cases you may want to remain in the relationship with the person who has caused the domestic violence, and respect your decision. In these instances, we may be able to refer you to agencies that are able to work with you and the person who caused the domestic violence.

The purpose of offering support to the person who caused the domestic violence is to assist them in trying to control and moderate their behaviour, by sign-posting them to support agencies.

## Independent sources of help

National 24 hour Domestic Violence Helpline  
**0808 2000 247**

Victim Support  
**0845 3030900**

Mens Advice Line (Advice & Support for men  
experiencing Domestic Violence)  
**0808 801 0327**

Samaritans (24 hours)  
**08457909090**

National Child Protection Helpline (NSPCC,24 Hours)  
**0808 800 5000**

Childline  
**0800 11 11**

Shelter Advice Line (24 hours)  
**0808 800 44 44**

Careline UK  
**0845 434 5440**

Freecall Message Home (24 hours)  
**0500 700 740**

**IF YOU ARE IN IMMEDIATE DANGER  
CALL THE POLICE ON 999**

When you report domestic violence to us you will be provided with the details of other more local agencies who may be able to provide support and advice.



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

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

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبولتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

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Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

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(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



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

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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