

A GUIDE

to Dealing with Harassment



This Document has been Read and Approved by
Residents

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 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?

The 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 in our communities.

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.

Reporting Harassment

If you are suffering from harassment – 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

Immediate Response

If the victim is a Cosmopolitan resident and it is felt that there is an immediate threat of physical danger to them, we may be able to offer temporary or permanent rehousing, depending on availability.

Alternatively, additional security measures may be provided, such as door/window locks, additional lighting, spy holes, window reinforcement. If there is a threat of arson we can provide fireproof letterboxes, fireproof mats, smoke alarms and fire extinguishers.

Repairs or damage resulting from racially-motivated incidents will be carried out as soon as possible and racist graffiti will be removed immediately.

Other immediate steps may include informing the police (with the victim's permission), and/or other organisations.

In addition, Cosmopolitan will begin its own investigation.

What happens next?

In most cases we will need to meet you to discuss your complaint in more detail and we will do this wherever it is convenient for you - at your home, in the area office or elsewhere. In serious cases, we will aim to meet with you within 24 hours of you reporting the problem.

To help us get a full picture, we will ask some simple questions about it. For example;

- What is the nature of the harassment?
- Where does it happen?
- When does it happen?
- Who is affected by it and how?

We may need to speak to other people in your household who have been affected too.

Taking action/agreeing an action plan

At the end of the meeting, we will agree an action plan of further steps that need to be taken. This may involve actions such as:

- Informing the police (with the victim's permission), if not already done
- Referral to other agencies/authorities e.g. if the offender is a local authority tenant or a tenant of another housing association, so they can take action against them
- Tenancy Management Officers visiting the alleged offender
- Cosmopolitan staff and/or the police talking to witnesses or other victims
- Gathering of further evidence
- Initiating civil legal proceedings (injunctions, possession orders).

Dealing with the offender

When all of the evidence has been collected, we will decide if the offender has a case to answer. If so, we will take action. In very serious cases, where there is a real threat to your or another person's safety or where the harassment is very distressing, we will take immediate legal action like initiating civil/legal proceedings (injunctions) possession proceedings (based on evidence). In other less threatening situations, we'll take a more step-by-step approach to try to get the offender to change their behaviour.

To do this we will need to interview the person causing the problem (you can tell us not to do this, but it could then be difficult to take the case further).

We will tell them to change their behaviour and warn them that we will take firm action if they don't. In addition to visiting the offender; we may write to them to formally warn them that they must stop causing racial harassment, otherwise more serious legal action will be taken.

Where the offender is not known

There may be cases where the offender is not known by the victim and still cannot be identified even after investigations by Cosmopolitan to find out who they are.

In these cases, the only option available is to inform the police (if this has not already been done) to open their own investigation into the matter. As the victim you will be able to say if the police should be informed.





Legal Action (Civil and Criminal)

For serious cases of harassment, criminal or civil legal proceedings may be used.

Criminal proceedings will be decided upon by the police if they think the offender has a case to answer. Charges such as criminal damage, public order offences or assault may be brought against the offender.

Civil action may be used by Cosmopolitan to control the behaviour of one of our residents.

This could involve us seeking one or more of the following against the offender:

- Anti-Social Behaviour orders
- Parenting orders
- Injunctions
- Abatement notices in conjunction with other agencies
- Acceptable Behaviour Contracts
- Evictions.

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



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.

<p>إذا لڊك الرغبة فى الحصول على هذه الوثيقة مترجمة الى اللغة التى تختارها، أرجو ان تضع علامة على الصندوق وترجعه الى هيئة إسكان كوسموبولتان. Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Arabic)</p>
<p>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</p> <p><input type="checkbox"/></p> <p>(Chinese – Simplified)</p>
<p>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</p> <p><input type="checkbox"/></p> <p>(Chinese – Traditional)</p>
<p>ئەگەر خەز دەهەیت ئەم دۆکیومێنتەت بۆ سەر زماى خۆت بۆ وەرگرتدریت ئەوا تکایە نیشانەى ✓ لە چوارگۆشە بەهە بێگرتنەوه بۆ (کۆمەڵەى کوسمۆپۆلیتان بۆ خانووبەه) بۆ ئەم ناوینشانە: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Kurdish)</p>
<p>Jeśli chciałby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Polish)</p>
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Somali)</p>
<p>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.</p> <p><input type="checkbox"/></p> <p>(Turkish)</p>

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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