



# Dealing With Harassment



Better Homes • Stronger Communities

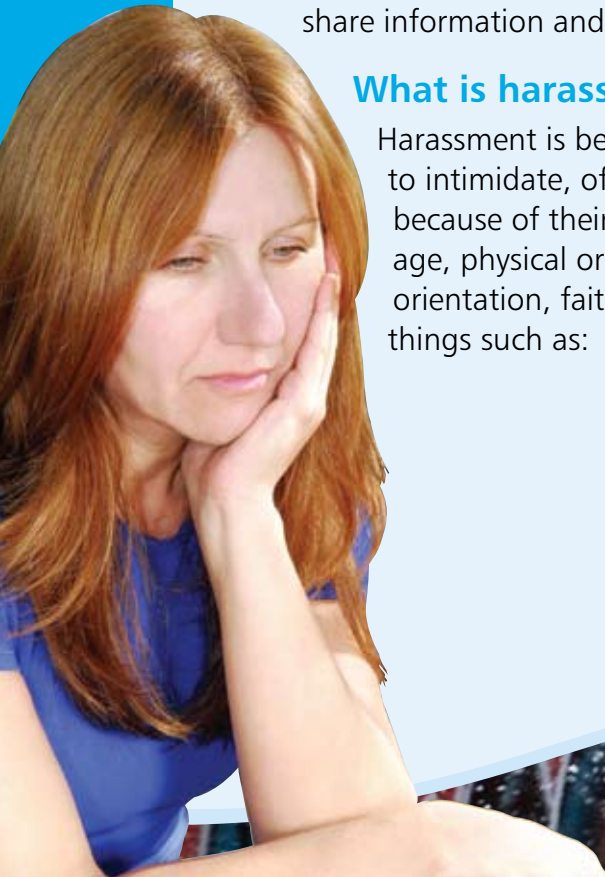
North Lincolnshire Homes believes that everyone should feel safe and secure, and be able to enjoy living in their home without experiencing any form of harassment.

We expect our residents and their visitors to be good neighbours who act reasonably and considerately, and who respect the different values and lifestyles of others. We will not tolerate any form of harassment and will take prompt and effective action against perpetrators to prevent further incidents.

We will also provide help and support for victims and witnesses and work in partnership with others to develop initiatives to prevent anti-social behaviour, share information and respond jointly to issues.

## What is harassment?

Harassment is behaviour that is likely to intimidate, offend or harm people because of their race, ethnicity, gender, age, physical or mental disability, sexual orientation, faith or belief. It includes things such as:



- Aggressive and threatening language and behaviour.
- Actual violence against people or property.
- People being harassed or attacked on the grounds of race, age, gender, disability, sexual orientation, religion, belief or nationality.
- Graffiti and vandalism.
- Noise nuisance intended to alarm or distress a particular person or group of people.
- Distribution of racially inflammatory material.

The important difference between harassment and anti-social behaviour is that harassment is intentional and is motivated by hatred or intolerance toward the victim.

Your Tenancy Agreement section four has clear clauses that give the “do’s” and “don’ts” about the behaviour of tenants, their visitors and anyone else living in the property.



## How do I report harassment?

You can contact us by visiting our Customer Centre, by calling **01724 279900** or Freephone **0800 032 63 63** or through our website **[www.nlhomes.org.uk](http://www.nlhomes.org.uk)**. We will discuss your problem with you and tell you what we can do to help, but you must decide whether you want us to get involved.

Any information you give us will be treated confidentially. We will not reveal your identity to anyone without your permission.

In an emergency or if a criminal act has taken place, you should report it to the police immediately.

### What happens next?

We treat all reports of harassment very seriously. We will:

- Acknowledge your report, provide you with the name of the person dealing with your case and start our investigation within 24 working hours.
- Agree an action plan for dealing with your case with you.
- Keep you informed of progress throughout the investigation.
- Repair any damage to your property and remove offensive graffiti quickly .

## What action will be taken?

Depending on the situation, we have various options to resolve the problem and/or change the behaviour of the perpetrator:

- Visits or appointments with the Housing Officer/ASB Officer.
- Warning letters.
- Working with other agencies (e.g. Police, North Lincolnshire Council, Fire Service, Probation Service).
- Mediation.
- Acceptable Behaviour Contracts.
- Tenancy support.

**For more serious cases or if we cannot resolve the problem by these means we can take legal action:**

- Anti-Social Behaviour Orders (ASBOs).
- Demotion Orders.
- Injunctions (ASBIs) (including the power of arrest and/or exclusion zone).
- Eviction Orders.



## Help and support

We know that reporting and giving evidence about harassment can be stressful and distressing. We can help by putting you in touch with victim support services, other witnesses, involve others to support your evidence and provide you with access to recording equipment. Depending on the situation, we may also improve your home security, involve professional witnesses or move you to another home on a temporary or permanent basis. We will agree with you what help and support we will provide in your case.

We can also provide support for perpetrators to help them change their behaviour and comply with their Tenancy Agreement.

## Further information

We will provide you with a full copy of our policy upon request.

Visit us online  
[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## Useful Contacts

**North Lincolnshire Homes Contact Centre:**

Tel: 01724 279900 or 0800 032 63 63

**Humberside Police (non emergency)**

Tel: 0845 6060222

**Victim Support:**

Tel: 01724 871324

**North Lincolnshire Safer Neighbourhoods**

Tel: 01724 275327

**North Lincolnshire Council Neighbourhood Response Team**

Tel: 01724 297000

**Humberside Fire & Rescue (non emergency)**

Tel: 01724 295900



## No English?

### For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats  
please call 01724 279900**

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