

# HARASSMENT

How we can help



Information for customers who rent or own their home

This booklet, called HARASSMENT, is available in your language. Please ask at your local office. We can provide an interpreter for you on request.

دعوى هذا الكتاب المضطربة، وهو متوفر بلغة. يرجى سؤال مكتبك المحلي.  
بمكاتبنا توفر مترجمين عند الطلب.

आशा है कि आप इस पुस्तिका को अपनी भाषा में पढ़ना चाहें। यह पुस्तक कठोर या अन्यायपूर्ण शिकायतों को दूर करना सिखाता है। अनुवादित संस्करणों को अनुरोधित भाषा में उपलब्ध कराया जा सकता है।

本小冊子名為《騷擾行爲》，可以翻譯為中文。如果你難以、難以向最近辦事處查詢，我們可以按需求為你提供傳譯員。

Αυτό το βιβλιαράκι, που ονομάζεται ΠΑΡΕΝΟΧΛΗΣΗ, διατίθεται στη γλώσσα σας. Παρακαλούμε ρωτήστε στο γραφείο της περιοχής σας. Μπορούμε να σας παρέχουμε δωρεάν έναν κατόπιν αιτήσεως.

આ પુસ્તિકાને છેલ્લેસમે-દે કહેવામાં આવે છે, જે તમારી ભાષામાં મળી રહે છે. ધ્યાન કરી તમારી સ્થાનિક એજિન્સીમાં વિનંતી કરો. વિનંતી પરવાથી અમે તમારા માટે ઇન્ટરપ્રિટર પુરા પાડી શકીએ.

यह परेशानी नामक पुस्तिका आपकी भाषा में उपलब्ध है। कृपया अपने स्थानीय दफ्तर से पता करें। इस आष द्वारा माझे जाने पर दुभाषिया मुँदिया कर सकते हैं।

ਇਹ ਪਰੇਸ਼ਾਨੀ ਨਾਮੀ ਕਿਤਾਬਕਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਦਫਤਰ ਤੋਂ ਪਤਾ ਕਰੋ। ਤੁਹਾਡੇ ਠੇਕੇ ਮੰਗੇ ਜਾਣ ਤੇ ਅਸੀਂ ਦੁਬਾਈਆਂ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Brugyarahán, la yiraalído KADEEOD, waxaa lagu helaa luqaddaada. Fadlan ka codso xafiiska deegaankaaga. Waxaan ku nidaamin karnaa turjibaan markaad soo codsato.

TACİZ adlı bu kitapçığı kendi dilinizde edinebilirsiniz. Lütfen yerel ofisinizden isteyiniz isteginiz üzerine size tercüman bulabiliriz.

برائے نام کے نام کا یہ کتابچہ آپ کی زبان میں دستیاب ہے۔ یہ کرم اپنے مقامی دفتر سے دریافت کریں۔ ہم درخواست کیے جانے پر آپ کے لیے کوئی ترجمان فراہم کر سکتے ہیں۔

Cuốn sách SỰ QUAY RỒI có bản dịch bằng tiếng Việt. Xin quý vị hãy liên hệ với văn phòng tại nơi quý vị ở. Chúng tôi có thể cung cấp phiên dịch cho quý vị theo yêu cầu.

We can provide copies in Braille or in large print or as an audio cassette.

# Harassment

This is one of a series of Places for People information booklets that we hope will be useful to you. There is a complete list inside the back cover.

You can pick up copies of the other booklets from your local area office.

The booklets are also available to download from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

At Places for People, we believe that everyone has a right to live without harassment. People are sometimes harassed because of their race, religion, sexuality, gender, mental health, disability, cultural issues or because they have HIV or AIDS.

This booklet explains what we can do to support you if you are being harassed.

## What is harassment?

Harassment takes many forms. It may be graffiti, verbal abuse, threats, violence or damage, such as broken windows or setting fire to your home.

It may happen in your home or on the streets around where you live. Both adults and children can experience harassment, and both can harass other people.

## What you can do

If you are being harassed, you will probably feel many different things: upset, anger, shock and disbelief.

But the sooner you tell us about it, the sooner we can give you the support you need to deal with the problem and with your feelings.

You can report harassment to us 24 hours a day, every day of the year, through our Contact Centre.

The telephone numbers are listed at the back of this booklet. All calls are free when telephoning from a landline.

Our staff are trained to deal with your call, and we will respond within 24 hours. If it happens over a weekend or Bank Holiday, our Contact Centre will give practical advice and report the incident to the local office for immediate action the next working day.

If English is not your first language, we can arrange an interpreter. We can also arrange for someone of the same sex to meet you if that would be helpful.

If you prefer to tell us in person, you can call at any of our offices.

You can also report incidents to the police, a support or advice agency or a specialist harassment unit.

Don't worry if you are an asylum seeker: talking to us or to the police will not affect your asylum claim if someone else has committed a crime.

### Write it down

If possible, write down everything that happens, including times, dates and descriptions or the names of those responsible.

The more information you have, the easier it is to tackle the problem. When we visit you, we will give you a diary sheet to fill in. We will also prepare an action plan with you.

## What we will do to help

When we have agreed a course of action with you, we will make sure you are regularly kept informed about what is happening.

We will help to support you, and put you in touch with others who can support you.

If any repairs are needed to your home, we will carry them out under the terms of our tenancy conditions.

We can also look at other legal actions we may take.

Always remember that you do not have to suffer harassment in silence.

## Booklets available include:

### Anti-social behaviour

Tackling it together

### Customer service

What you can expect from us

### Gas safety

Keeping your home safe

### Harassment

How we can help

### Homes for rent

How we let our homes

### Housing benefit

How to get help to pay your rent

### Know your rights

A tenant's guide

### Living with a disability

Adapting your home

### Managing your money

What to do if you can't pay your bills

### Moving home

Things to remember

### Paying your rent

How to manage your rent account

### Personal records

Your right to information

### Repairs to your home

What to do if you need a repair

### Suggestions and complaints

How to make a suggestion, complaint or compliment

### Swapping homes

How to swap homes with another tenant

### Tenancy support service

Helping you to manage your home

You can pick up copies from your local office, download them from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk) or to receive them by post, telephone the Contact Centre on the numbers opposite.

## Freephone contact numbers

Our Contact Centre  
is open 24 hours  
(all calls are free  
from a landline)

Places for People  
Homes

0800 432 0002

Places for People  
Individual Support

0800 432 0003

Minicom

0800 432 0008

Home owners line

0800 432 0009

If you ring these numbers  
and English is not your first  
language, we can use the  
Language Line Service to  
communicate with you.



INVESTOR IN PEOPLE



[www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)