



saha
Transforming Lives

Harassment





Harassment

saha acknowledges how distressing the experience of harassment can be to those affected by it.

saha will not tolerate racial or other harassment and will always take the strongest possible action against offenders while affording support to victims.

What is harassment?

saha defines harassment as the persecution or intimidation of a person or group of persons. It is seen as the deliberate interference with the peace of people on the grounds of race, colour, nationality, ethnic origin, religion, age, gender, sexuality, disability, health, appearance, criminal record, marital or employment status.

Racial harassment can be defined as:

“any incident which is perceived to be racist by the victim or any other person” (Stephen Lawrence Inquiry 1999).

Harassment can take many forms of threatening or aggressive action. It can be both verbal and physical and can involve attacks on property as well as people. Incidents of harassment could include offensive graffiti, abusive language and behaviour, violence and damage to homes and personal possessions.

What will saha do about harassment?

- All complaints of harassment will be dealt with seriously, promptly and in a sympathetic manner.
- Where necessary, we will liaise with other voluntary and statutory agencies including Police, social services and the local Community Relations Council.
- We will remove racist, homophobic or obscene graffiti within 24 hours and deal urgently with any repairs as a result of harassment.
- We will complete our initial investigation within 3 working days (24 hours for racial harassment/violence) and will report back to you with an action plan in a maximum of 10 working days.
- We will use all powers available to stop the harassment including warning letters, Acceptable Behaviour Contracts, injunctions, Anti-Social Behaviour Orders, and, in serious and persistent cases, eviction/asked to leave.
- We will provide or access support for victims. In serious cases this could include increased security measures, such as additional locks and safety chains.
- In serious cases of harassment we will consider moving you to alternative accommodation if that is your wish.

"I feel like I'm being harassed - what should I do?"

In an emergency, where the problem involves threatened or actual violence or other types of criminal behaviour, you should telephone the Police on 999.

If you feel that you are being harassed please contact us as soon as possible.

- Telephone the Customer Services Centre on 0800 970 6363. They will take the details of your situation and be able to give you some immediate guidance and information. Your call will be logged and details passed to your Housing Officer. Alternatively, speak to your Housing/Support/ Project or Key worker in person.
- Always keep a note of the date, time and details of any witnesses to incidents. They could be required at a later date. saha can provide you with an Incident Diary for on-going problems
- If attacks have been threatened or made on your home, you are advised to keep your curtains drawn in case stones are thrown at your windows.

If you receive abusive telephone calls, put the phone down or try blowing a whistle down the telephone. Do not show any emotion or enter into any conversation. Contact your phone service provider for further advice on malicious calls.

If possible two adults should answer the door – never children. If you live alone, try looking out of the window before opening the door. If you can't see from your window, you are advised to arrange to have a safety chain fitted and make sure you engage it when answering the door.

In more serious cases, there is rarely an overnight solution. Sometimes, actions can be drawn out over a number of weeks or even months. However, saha is committed to tackling all forms of harassment to ensure that residents feel safe and can have quiet enjoyment of their homes.



Salvation Army Housing Association
Customer Service Centre
53 - 55 Victoria Square, Bolton, BL1 1RZ
Phone: 0800 970 6363
Fax: 01204 375768
Email: info@saha.org.uk

Registered Offices: 3rd Floor, St Olaves House,
10 Lloyds Avenue, London EC3N 3AJ

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