

## Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votrs langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, ddiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Bethnal Green and Victoria Park Housing Association  
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[www.bgvpha.org.uk](http://www.bgvpha.org.uk)

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



# Harassment



You have the right to live the way you want, providing it doesn't affect other people. This means being tolerant; accepting and respecting other's needs and choices.

### **BGVPHA condemns harassment of any type.**

BGVPHA defines harassment as:

- Unprovoked assault or Grievous Bodily Harm;
- Damage to property;
- Vandalism and offensive graffiti;
- Aggressive or threatening language or behaviour;
- Verbal abuse;
- Threatening with animals.

### **YOUR RESPONSIBILITIES**

As a BGVPHA resident, you are responsible for your own behaviour and the behaviour of children and adults who live with or visit you.

Your Tenancy Agreement states you **'must not behave in a manner which causes or is likely or capable of causing harassment, alarm and distress to others'**.

BGVPHA will take action against anyone breaking their Tenancy Agreement.

For a copy of your Tenancy Agreement, contact your Housing Officer.

### **BGVPHA'S COMMITMENT TO FIGHTING HARASSMENT**

**We will:**

- Investigate all complaints and take them seriously;
- Respond to complaints within 3 working days (24 hours for urgent cases);
- Remove offensive graffiti within 24 hours;
- Work with the police and other agencies to stop harassment;
- Support victims and witnesses;
- Discuss timescales with you and agree how to deal with the situation;
- Take action in line with the timescales set out in BGVPHA's Harassment Policy and Procedure;
- Record in writing details of actions we take, sending copies to you and the perpetrator;
- Record and monitor all incidents of harassment [and report them to the Tower Hamlets ASB unit];
- Take appropriate legal action;
- Keep you up to date of progress;
- Write to you at the end of a case and ask how satisfied you were with BGVPHA's response.

### **STEPS BGVPHA WILL TAKE**

#### **Stage 1 - Mediation**

We can help by talking through the problems with you and the perpetrator. We can also refer the case to an independent mediation service.

#### **Stage 2 - Gathering evidence**

If the complaint can't be resolved through discussion, we will need to gather evidence of harassment.

#### **Stage 3 - Taking further action**

If the evidence confirms harassment has occurred, we will take appropriate action.

### **LEGAL ACTION**

BGVPHA will take legal action if the harassment continues after we have issued a warning or if you are at risk.

### **WITNESS SUPPORT**

BGVPHA will support both you and any witnesses.

BGVPHA will also give evidence in court, if necessary. BGVPHA supports witnesses to give evidence when needed.

### **WHAT HAPPENS NEXT?**

We will write to you to acknowledge reports of harassment and keep you informed of progress. We will do all we can to prevent further incidents. Keeping you informed

### **HOW TO REPORT HARASSMENT**

- Phone your Housing Officer, or visit your local housing office or surgery.
- Contact Tower Hamlets Anti-Social Behaviour Unit on freephone **0800 917 5918**, 24 hours a day.
- Contact Tower Hamlets Police on 020 7515 1212. If you are in fear of your life or require immediate assistance **dial 999**.
- If you don't live in Tower Hamlets, call BGVPHA for further advice on who to contact.

### **FURTHER INFORMATION**

- **Tower Hamlets Mediation Service - 020 7702 8305 or [www.thms.org.uk](http://www.thms.org.uk)**
- **Victim Support: National helpline - 0845 30 30 900 or [www.victimsupport.org](http://www.victimsupport.org); (Tower Hamlets office - 020 8981 8421 or [vsupport@talk21.com](mailto:vsupport@talk21.com))**
- **A copy of BGVPHA's Harassment policy and procedure is available from BGVPHA on request.**