

Domestic violence



What is domestic violence?

Domestic violence is when someone behaves in an abusive or violent way towards another person, usually within the home. In most cases, the victim is a woman. One in four women experience domestic violence in their lifetime (taken from www.refuge.co.uk).

Domestic violence can be physical, psychological, sexual, financial, or a combination of these, and can affect people of any age and from all background and cultures.

Domestic violence can be committed by women against male partners and can take place in gay and lesbian relationships. It can also be committed by another family member.

Domestic violence is a crime

It is not your fault if you experience domestic violence. You can't make someone hit, verbally abuse or harass you – it's their choice and only they are responsible. Drink or drugs is not an excuse.

We will work with the police and other agencies to offer you protection and to either make your own home safe, or find you somewhere safe to live.

If you are experiencing domestic violence

If you (or someone you know) are experiencing domestic violence and are a Gateway resident, please contact us – we can help you.

If you contact us about domestic violence

If you contact us about a case of domestic violence, we will do the following.

- Offer you a private interview with an officer of the same sex as you, if you ask for this. You do not need an appointment to come to our offices, although you may have to wait until an interview room is available so that you can speak to someone in private.
- Meet you within 24 hours (or as soon as you are able to meet us), at our offices or your home, to give you advice on:

- housing options;
- security measures;
- involving the police; and
- what further help and support is available.

How we can help you

We will:

- give you advice and direct you to specialist organisations who can help (as well as giving you their phone numbers or e-mail addresses);
- give you advice on emergency accommodation;
- give you tenancy advice; and
- ask the local authority to award you extra priority on the Common Housing Register (your council's housing waiting list).

Information, equality and confidentiality

We will:

- keep you involved and up to date with any action we take;
- keep all cases of domestic violence confidential;

- treat you fairly, in line with our equality and diversity policy; and
- respect your decisions.

We are committed to treating all reported cases of domestic violence quickly and sensitively.

More information

You can get more advice and information from the following.

- **The 24-hour National Domestic Violence helpline on Freephone 0808 2000 247.** They give confidential advice and support. They also provide help and interpretation services which are appropriate for specific cultures.
- **Women's Trust East on 020 8522 7856.** They provide free, confidential counselling and support to women in East London.
- **www.refuge.org.uk or www.womensaid.org.uk**

Remember, domestic violence is a crime. Always phone 999 in an emergency. If you want to talk to one of our members of staff in confidence, please call 020 8709 4300 and ask for your housing officer. Even if your housing officer is not available, we will get some to help you.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

