

Harassment



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

We do not accept any form of harassment.

We define harassment as any behaviour which causes, or is likely to cause, nuisance, intimidation or distress to another person or other people.

This may include:

- assault or grievous bodily harm;
- damage to property;
- vandalism and offensive graffiti;
- aggressive or threatening language or behaviour;
- verbal abuse;
- threatening with animals; or
- hate crimes. We define hate crimes as a crime due to someone's race, religion, sexuality, disability, ethnicity, nationality, age, sex or political beliefs. It is a very serious form of harassment.

Your responsibilities

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

You 'must not behave in a manner which causes or could cause harassment, alarm and distress to others'.

We will take action against anyone who breaks their tenancy or leasehold agreement.

For a copy of your tenancy or leasehold agreement, contact our customer service team on 020 8709 4300.

Our commitment to fighting harassment

We will:

- investigate all complaints we receive and take them seriously;
- respond to your complaint within one working day;
- remove offensive graffiti within one working day;
- work with the police and other local organisations to stop harassment;
- support you if you are a victim or witness of harassment;
- discuss timescales with you and agree how to deal with the situation;
- take action in line with the timescales set out in our harassment policy and procedure;
- keep a written record of any action we take, and send appropriate information to you and the person responsible for the harassment;
- record and monitor all incidents of harassment;
- take appropriate legal action;
- keep you up to date with our progress; and

- write to you at the end of your case and ask how satisfied you were with our response.

Steps we will take

Stage 1 – Mediation

We can help by talking through the problems with you and the person responsible for the harassment. We will interview you and them separately. We can also refer the case to an independent mediation service.

Stage 2 – Gathering evidence

If the complaint can't be settled through a discussion, we will need to gather evidence that the harassment has taken place.

Stage 3 – Taking further action

If the evidence confirms that harassment has taken place, we will take appropriate action.

Legal action

We will take legal action if the harassment continues after we have taken appropriate action to prevent it, or if you are at risk.

Witness support

We will support both you and any witnesses. We will also give evidence in court and help witnesses to give evidence if they need it.

What happens next?

We will write to you to acknowledge your report of harassment and keep you up to date with our progress. We will

do everything we can to prevent further harassment from happening.

How to report harassment

- Phone us on 020 8709 4300 or visit our office at 409-413 Mile End Road, London, E3 4PB.
- Contact your local authority's antisocial behaviour unit.

Tower Hamlets: Freephone 0800 917 5918 (24 hours)

Newham: 0800 731 3300 (24 hours)

Hackney: 020 8356 3030 (8am to 8pm Monday to Friday and 9am to 1pm on Saturdays)

- **If you think you are at risk or if you need help immediately, dial 999.**
- If you need further advice, please call us on 020 8709 4300.

More information

**Tower Hamlets
Mediation Service**
Phone 020 7702 8305
or visit www.thms.org.uk.

Victim Support
Phone the national helpline on 0845 30 30 900 or visit www.victimsupport.org.
(Tower Hamlets office – phone 020 8981 8421 or email vsupport@talk21.com)

If you would like a copy of our harassment policy and procedure, please call 020 8709 4300.

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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INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

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

Residents: 020 8709 4300

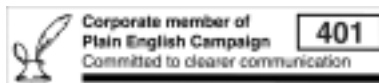
General enquiries: 020 8909 4409

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.



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