

# Racial Harassment

## Service Standard



We are committed to tackling racial harassment. Anyone found committing racial harassment is in breach of their tenancy conditions and we will take action against their tenancy.

We recognise that racial harassment is a serious problem. If you or a member of your family are experiencing racial harassment we will investigate it thoroughly and do all we can to stop it.

**A racist incident is any incident perceived to be racist by the victim or any other person.**

Harassment not only includes physical attacks on persons and damage to property, but also verbal abuse and other behaviour which deprives people of the peaceful enjoyment of their homes on grounds of racial origin.

Should you be subjected to any form of racial harassment please contact your nearest Housing Office and report the incident.

### What we can do to help

- 🔑 We will treat any complaint of racial harassment as a serious complaint, and a Housing Officer will speak to you on the same day you make your complaint.
- 🔑 We will remove any offensive graffiti and repair any damage to your property as a priority.
- 🔑 Together with Nottinghamshire Police we will provide advice on additional security to your home where there is a risk of further harassment.
- 🔑 We can provide panic alarms.
- 🔑 Additional re-housing points are available to those suffering harassment who need another home.
- 🔑 Take action against those who are committing racial harassment. This could include:
  - 🔑 Injunction proceedings
  - 🔑 Possession proceedings
  - 🔑 Criminal action in partnership with Police
  - 🔑 Anti Social Behaviour Order.
- 🔑 We will report all incidents of racial harassment to the Nottinghamshire Common Monitoring Project.
- 🔑 We will liaise with all appropriate partners to ensure that those experiencing racial harassment receive the appropriate support; and that those who commit racial harassment are dealt with quickly and effectively.

## Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

**Ashfield Homes**  
**Broadway**  
**Brook Street**  
**Sutton-in-Ashfield**  
**Nottinghamshire**  
**NG17 1AL**

**Tel No. 01623 608907**

## Getting Help

**Anti social behaviour Freephone number 08009520193**

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

**Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))**

### **Sutton in Ashfield**

16 Brook Street,  
Sutton in Ashfield, Notts. NG17 1AL

**Telephone 01623 608 950**

### **Kirkby in Ashfield**

Unit 2, Shopping Centre, 3 Lowmoor Road,  
Kirkby in Ashfield, Notts. NG17 7BE

**Telephone 01623 608 932**

### **Hucknall**

Council Offices, Watnall Road,  
Hucknall, Nottingham. NG15 7LA

**Telephone 0115 9568 713**

Visit our web site at [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

**This leaflet is available in large print, Braille, audio and other languages.**

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئەتوانرێت بۆ زمانی كوردی ته‌رجومه بكریت. ت‌كایه داوای زانیاری زیاتر له ئەندامی‌كی ده‌سته‌ی فرمانبهران ب‌كه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)