

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.

Race Equality Scheme

Our Race equality scheme sets out how Ashfield Homes will take action to eliminate racial discrimination ask for a copy from any of our offices.



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 one of the Housing Offices (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 608888

Getting Help

Speak to the Housing Officer who is managing your neighbourhood. They can be found at:

District Housing Offices

[(Mon to Fri 8.30am to 5.00pm)(Close 4.30pm on Friday)]

Kirkby in Ashfield

Council Offices, Urban Road,
Kirkby in Ashfield, Notts. NG17 8DA

Telephone 01623 457266

Sutton in Ashfield

Council Offices, Fox Street,
Sutton in Ashfield, Notts. NG17 1BD

Telephone 01623 457012

Hucknall

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

Telephone 0115 9568720

Visit our web site at 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 ئەتوانریت بۆ زمانی کوردی ته‌رجومه بکړیت. تکایه داوای زانیاری زیاتر له ئەندامیکی ده‌سته‌ی فه‌رمانبه‌ران بکه.

(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)

અંત્રેજીમાં લખેલ એશફીલ્ડ હોમસની 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)