

HARASSMENT

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Definition

The Association defines harassment as:

- Verbal abuse and name calling, offensive graffiti or post. It may cause physical injury, mental stress, anxiety or insecurity;
- Harassment takes many forms, including violence, threats, abuse and damage to property;
- Someone may be harassed for a number of reasons, for example because of their sexuality, gender, race, disability, religion or age;

Lee Housing Association follows a victim-orientated approach to domestic violence. This means that all reports will be dealt with sympathetically and in confidence. Victims do not have to take legal action (e.g. injunction) or contact the police before Lee Housing Association provides assistance. Any action taken will be with the victims consent.

Harassment of staff or our representatives

You or members of your household or visitors invited to your home must not threaten violence, be violent towards or harass Lee HA staff or our representatives. We will take legal action if this happens and ultimately this could lead to eviction from your home.

Action You Can Take

- You should initially contact the police if the situation is serious;
- Report it to your housing officer as soon as possible. All reports of harassment will be investigated;
- You can contact specialist agencies who can offer useful advice to victims of harassment; and
- Make a record of events detailing what happened and when. This is vital if we need to take legal action.

Action We Can Take

Lee HA is committed to working with a wide range of local agencies to:

- Prevent harassment;
- Take action against people who harass others; and
- Support people experiencing harassment and others affected by it.

Any kind of harassment is a serious breach of Lee HA's Tenancy agreement and we will take whatever action we can against residents who harass others.

This action could include:

- Helping you to contact specialist agencies, so you can get advice and decide what you want to do;
- Involving the police if you give us permission to do so; and
- Taking legal action against or evicting residents who harass other residents or their visitors.

We would need to take into account the wishes of the victim and the strength of the evidence.

Specialist Support

It may be helpful for residents to contact specialist support agencies for advice. Agencies like the Metropolitan police, Citizens Advice Bureau, Enfield race equality council, Womens Aid and Refuge can offer useful advice to victims of harassment.

Confidentiality

Your safety and privacy are our top priorities. We realise that every situation is different and that you are the one who can best decide what is right for you; We will do whatever we can to support you. However, if you discuss the option with us but then feel unable to take the matter further, we will fully respect your wishes. You can always come back to us if you change your mind.

Please remember that we will treat anything you say in the strictest confidence and we would not normally discuss your situation with another agency or anyone else unless you clearly asked us to do so.