

Introduction

Sandwell Homes is committed to dealing with all types of anti-social behaviour including harassment, to ensure its tenants and leaseholders can continue with their right to quiet enjoyment of their property and the environment.



Harassment on the grounds of race, religion, faith, disability, sexual orientation, gender or age is against the law and a criminal offence.

Racial or any other form of harassment will not be tolerated in a multi-cultural society.

Perpetrators of harassment risk conviction and in some cases can be sentenced to imprisonment.



Tenants, and tenants who allow members of their household including visitors, to harass their neighbours may be **evicted** from their home.

Support & Confidentiality - Sandwell Homes will take a 'victim centred' approach when responding to cases of harassment and provide a responsive and effective service whilst respecting the need for sensitivity and confidentiality.

Are you a victim of harassment?

If you or a member of your household has been attacked or is in fear of being attacked, please contact the police immediately by calling **999**

You will need to:

- Record details of any, and all incidents.
- Record the date, time and place.
- Keep details of any witnesses.
- Record "who saw and did what".
- Keep a description of the perpetrators.
- If there is an ongoing problem, contact the Local Police on 0845 113 5000.
- Report all incidents to your Local Neighbourhood Office or
- Telephone the Anti-Social Behaviour Hotline on: 0845 359 7500.

Make follow up enquiries

- Contact the agencies who you have reported the incident to and ask them to

keep you informed of what they are doing.

- Wherever possible get them to put into writing what action they propose to take, who is dealing with the case and a timetable of the proposed action.
- If you are dissatisfied with the service pick up a leaflet "**your right to a review**", alternatively contact your Neighbourhood Office who will advise you on how to make a complaint.

Sandwell Homes will provide support to its tenants where necessary, and can include the following:

- Providing temporary accommodation.
- Providing a permanent move.
- Removing graffiti.
- Repairs to property.
- Improving security.
- Installing preventative, or fact gathering equipment.
- Providing legal support.
- Providing victim support and ongoing action through the various support agencies.
- Providing home visits.

"Don't be silent, together we can beat the crime"