

Newark and Sherwood Homes will (cont):

- Work closely with other organisations for example the Police, the Anti Social Behaviour Team at Newark and Sherwood District Council, Community Cohesion Forum to support the aims of this policy in the dealing with and the prevention of incidents of harassment and/or hate crime.
- Offer advice and support to complainants and witnesses of hate crime and/or harassment.
- Take action, which will seek to result in the permanent cessation of the reported hate crime and/or harassment without recourse to legal action. However where there are serious incidents of hate crime and/or harassment NSH will take appropriate legal action either alone or in conjunction with other agencies.
- Assist tenants and leaseholders experiencing harassment and/or hate crime to live in safety
- Ensure that tenants and leaseholders are given appropriate and accurate advice regarding their housing options, including any legal rights and responsibilities
- Consider each case on an individual basis
- Ensure that access to services is available to all sections of the community regardless of age, gender, disability, race, religious belief, or sexual orientation.

If you require any further information please contact Newark and Sherwood Homes on 0845 258 5550 or visit www.nshomes.co.uk

NEWARK AND SHERWOOD HOMES

Kelham Hall, Kelham, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

**REPAIRS FREEPHONE:
0800 561 0010**

**MINICOM:
01636 655960**

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Anti - Harassment Summary

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape



"to deliver excellent Housing Services"

Anti - Harassment Summary

Newark and Sherwood Homes aims to deliver the best possible service for tenants and leaseholders who experience harassment and/or hate crime.

We value the diversity of all residents living within the district, and acknowledge their rights, and that of visitors to their home, to enjoy quiet enjoyment within their homes and communities. Our anti – harassment policy outlines our commitment to ensure that these rights are upheld and residents can live without fear of abuse, intimidation, harassment, humiliation or attack regardless of age, ethnicity, disability, gender, sexual orientation or religious belief. For the full version of the Policy please visit www.nshomes.co.uk or contact the Customer Access Team on **0845 258 5550**.

This summary leaflet explains how we will deal with harassment and/or hate crime on our estates and within our communities.

Harassment and Hate Crime

Harassment is defined as:

“unwanted conduct which has the purpose or effect of violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment”

Harassment can take many forms:

- Physical assault
- Damage to property
- Offensive graffiti
- Offensive jokes or comments
- Arson or attempted arson
- Verbal abuse
- Threatening and abusive behaviour
- Malicious complaints
- Noise nuisance
- Nuisance telephone calls
- Malicious and/or anonymous letters
- Bullying

Hate crime is defined as:

“an incident committed against a person or property that the victim or any other person believes is motivated by the offender’s hate against the victim because of their age, ethnicity, disability, gender, sexual orientation or religious belief”

Hate crime is a severe form of harassment.

Harassment and hate crime occurs across society, and these acts are committed against a person or people because they belong to a certain group. The group maybe identifiable by a particular characteristic i.e. age, ethnicity, disability, gender, sexual orientation and religious belief.

How can I report harassment and/or hate crime?

We have the following methods that you can use:

- Telephoning our Customer Access Team on **0845 258 5550**
- Visiting any of our offices – Hawtonville (Eton Avenue), Ollerton (Sycamore Road) or Kelham Hall

- On line via www.nshomes.co.uk
- Email into housing@nshomes.co.uk
- Writing into the Tenancy & Estate Team at Kelham Hall.

Please remember that harassment and/or hate crime is a criminal offence and should be reported to the police.

Newark and Sherwood Homes will:

- Recognise the seriousness and the effects on individuals and their families of harassment and hate crime and will take a victim centred approach when dealing with incidents.
- Take action against tenants, leaseholders, and residents where appropriate, who it has grounds to believe are carrying out incidents of hate crime and/or harassment.
- Support and encourage complainants and/or witnesses to report incidents of hate crime and/or harassment to the Police.
- Ensure that all its tenants and prospective tenants are aware of the Condition of Tenancy relating to harassment and the likely consequences if this Condition is breached by either themselves, members of their household and/or visitors to their home.
- Ensure that staff who deal with complaints of hate crime and/or harassment are competent to deal effectively with incidents that are reported to NSH and are kept up to date with good practice and new legislation.