



How will Oxbode Housing Association tackle Harassment ?

What Standard of Service you can expect from Oxbode

When any report of harassment is received, our customers can expect the following:

- Your Housing Officer will investigate every initial report
- The investigation will be carried out within 3 working days of the initial incident being reported
- This leaflet and incident log sheets will be issued to anyone who reports an incident
- All incidents of harassment will be logged on our register
- Personal contact with both the alleged victim and perpetrator will be required in most cases by the Housing Officer
- All matters will be investigated in the strictest of confidence throughout Oxbode's involvement
- All information will be processed in accordance with the Data Protection Act.

Once a case has been investigated and confirmed as harassment, we will deal with it as follows:

- Both the alleged victim and perpetrator will be informed of the outcome of the investigation. Reasonable timescales will be agreed at the time of the investigation
- Your Housing Officer will seek legal advice on any issues that may involve legal action
- Your Housing Officer will contact the alleged victim of harassment if no further contact or complaint is made, two months after the initial report has been made. If the problem has been resolved the case will be closed

For more help or further information please contact us at:

Oxbode Housing Association

County Chambers
Station Road
Gloucester
GL1 1DH

Tel: 01452 505359

info@oxbodehousing.co.uk

Harassment is a serious, deliberate act of discrimination that Oxbode Housing Association condemns in all of its forms. This could include harassment that is racial, sexual, due to health or disability, religious or due to someone's lifestyle. This list is not exhaustive as there are many forms of harassment.



What can Oxbode Housing Association do if I experience Harassment ?

Every Oxbode resident has a tenancy agreement, this is a legally binding document between the resident and Oxbode. It states that the resident is responsible for their behaviour and the behaviour of people living or visiting them.

When residents behave in a harassing manner, they are breaking the terms of their tenancy agreement and we are committed to taking immediate action.

Oxbode Housing Association regards any harassment as a serious breach of the tenancy agreement and we will make full use of the means at our disposal to ensure that those breaching the conditions do not continue to do so.

Step 1 - Talk to us

If you have been harassed or witness an incident, the easiest way to let us know is to ring us. Alternatively you can write to us or e-mail us with the details. You could also ask a friend or relative to report the problem for you.

Step 2 - Interview

In all cases of harassment we will investigate your complaint further and will act as quickly as possible to resolve the problem. This means that we will need to talk to you to gather more details of the harassment you are experiencing.

Step 3 - Agree an Action Plan

After the initial investigation and depending upon the degree of harassment, we will agree with you what will happen next. This can range from mediation, parenting orders, injunctions, possession orders, demotion of tenancy and ultimately eviction of the alleged perpetrators. Your wishes and opinions are important and no action will be taken without us first consulting you.

Every assistance will be given to you to help you feel safe enough to remain in your home, including safety measures that may be installed if you wish. However, if the harassment involves serious threats against you and your family, Oxbode will support your re-housing in a different area.

Step 4 - Evidence

In order to take action against the person causing harassment we need evidence. If we do not have evidence we cannot take action. The Incident sheets can be used as evidence to record the date and time of any incidents that you see or hear. If there are witnesses, ask them for their names and addresses as it may be necessary to talk to them to strengthen your case. At this stage we may suggest that other agencies become involved in your case. The Police, GRIG, and Victim Support amongst others all offer help in cases of harassment.

Step 5 - Taking Action

When evidence has been collected, we will seek legal advice to decide if the alleged perpetrators has a case to answer. If it is considered that there is a case to answer we will take action. This could be in one of two ways, either immediate legal action if the harassment is serious, or alternatively trying to change the alleged perpetrators behaviour through support programmes so that the harassment stops.

This method might include visiting the alleged perpetrators to remind them of the conditions of their tenancy agreement or by issuing a letter to warn them that Oxbode will take legal action if their behaviour does not change.

Step 6 - Legal Action

If the harassment continues, we will take legal action. We will ensure that we keep you informed at all stages of the process so that you know what is happening. All complaints made will be recorded on our harassment register and any information obtained will be processed in accordance with the Data Protection Act.

