

# Harassment - what HFI can do to help you



We believe that all HFI residents have the right to quiet enjoyment of their homes. We are committed to working with residents to prevent harassment and to provide the support that is needed when incidents do happen.

We will:

- Deal with harassment quickly and sensitively
- Support residents experiencing harassment
- Establish what action you have taken
- Take appropriate action against people who cause harassment
- Work with other agencies, including the police, to achieve our aims

## What is harassment?

Harassment is behaviour that deprives people of their right to quiet enjoyment of their home. It is usually deliberate, targeted at individuals or groups and is based on prejudice against certain members of society. Harassment can include threatening letters, abusive graffiti, verbal abuse, threats or attacks against an individual, their family, their possessions or their property.

Some forms of harassment are:

- Racial harassment directed at members of black and minority ethnic (BME) communities because of their race or colour
- Sexual harassment based on gender. It mostly affects women but also includes men who are victims of domestic violence
- Harassment on the grounds of sexuality, directed at members of the lesbian, gay, bi-sexual and transgender (LGBT) community
- Other serious harassment directed towards people on the grounds of their disability, HIV status, or religious beliefs

## Where can harassment be reported?

Residents can report harassment to:

- Their area housing office
- The police
- An anti-social behaviour officer, a tenancy management adviser or a housing support officer
- A solicitor

- Other agencies such as Victim support, Women's Aid, the Witness Support Service or any relevant community group

## Interviewing you

- We will contact you within one to five days after you have reported harassment, to arrange an interview. If requested, the interview will be conducted by a female member of staff
- We will give you as much time as you need during the interview
- We will arrange for an interpreter or signer to be present at the interview if required
- The interview will be conducted in a supportive manner to encourage you to give as much information as possible, including details of why you believe you are being harassed and details of the person you believe is harassing you
- With your agreement we will provide information on action and support that can be provided, including referrals to other support agencies.
- We will give you diary sheets and advise you how to use them so that you can record any further incidents that take place

## What we can do to make you feel safer?

- We will carry out emergency repairs or urgent security works, usually within 5 working days
- We may arrange for you to be placed in temporary accommodation in extremely serious cases
- We will remove offensive graffiti within 48 hours or less
- We may make a referral to the Witness Support Service for support

## Involving the police and others

If you are being harassed you may decide to contact the police. HFI will not contact the police without your permission unless we believe that other people could be in danger if we do not act.

HFI works closely with the London Borough of Islington and the police. You should try to report all incidents of harassment to them, even if you are not sure if a crime has taken place, as this will help them decide what action to take if necessary.

## Taking it further – legal proceedings

We understand how stressful harassment can be and we will not put pressure on you to take legal action against the person you believe is harassing you. If you agree to action then we will tell the person you believe is harassing you about the accusations against them and give them the opportunity to respond.

You do not have to identify yourself, however, any legal action you or HFI decides to take will be more difficult if you are not prepared to appear in court. Whether or not you appear in court they will be given any evidence against them as part of the legal process.

In some cases it may be appropriate to use professional witnesses to collect evidence against the people alleged of harassing you. Sometimes it is difficult to prove that harassment has occurred; HFI will still work with you to resolve your case. However, if no further incidents occur the case may be closed after three months.

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### **What if someone needs to move because of harassment?**

In certain serious cases a move to another home may be considered if there are no other options. This may involve moving into temporary accommodation.

We will help you to complete an application form for a transfer and advise you of the re-housing process. Where a move is approved you will be expected to actively bid for an appropriately sized property using the Choice Based Lettings Scheme.

### **Solving harassment**

Because each case of harassment is different the actions taken to solve it will be different too. Some matters can be dealt with by way of a warning letter or by meeting with a tenancy management adviser, anti social behaviour officer or housing support officer. The following list is not exhaustive, but contains some of the more common actions taken to solve cases of harassment.

### **Mediation**

In some cases the victim may wish to resolve the problem with the help of a mediation agency who can negotiate between the people involved.

### **Injunction\***

This is where a court orders a person to do something or to stop doing something. If the person does not follow the order they are in contempt of court and, depending on the circumstances, can be arrested.

### **Anti social behaviour order\* (ASBO)**

This type of order is similar to an injunction, in that it will tell a person to stop doing something. The advantage of this type of order is that it lasts for a minimum of two years and can apply to children aged 10 and over.

## Possession proceeding\*

In certain cases an application can be made to a court for an individual to lose security of their tenancy or possibly their home in cases where they have harassed neighbours or caused a nuisance.

**\*Legal proceedings will normally require a person to give evidence of the harassment they have suffered. However, no individual will be forced to give evidence and some cases can proceed without the victim being present.**

## Complaints

We value your feedback in improving our service to our residents. If you do not believe that we have followed our harassment procedures or if you believe that we have not provided sufficient support to you, please complete our complaints form. This can be obtained by contacting your area housing office or online at [www.homesforislington.org.uk](http://www.homesforislington.org.uk). The completed form should be returned to your area housing office. Details of area offices are as follows:

**Anti-social behaviour out of office hours hotline**  
020 7527 7272 (24 hours)

### Central Street Area Housing Office

85 Central Street  
London EC1V 8DT  
Tel: 020 7527 6524  
Fax: 020 7527 6207  
Email: [csha@homesforislington.org.uk](mailto:csha@homesforislington.org.uk)  
Minicom: 020 7527 6202

### Holland Walk Area Housing Office

85-88 Holland Walk  
London N19 3XS  
Tel: 020 7527 7497  
Fax: 020 7527 7407  
Email: [holland.walk@homesforislington.org.uk](mailto:holland.walk@homesforislington.org.uk)  
Minicom: 020 7527 7405

### Lyon Street Area Housing Office

1 Lyon Street  
London N1 1DQ  
Tel: 020 7527 6834  
Fax: 020 7527 6827  
Email: [lyon.street@homesforislington.org.uk](mailto:lyon.street@homesforislington.org.uk)  
Minicom: 020 7527 6830

## **Upper Street Area Housing Office**

Northway House  
257 Upper Street  
London N1 1RU  
Tel: 020 7527 5323  
Fax: 020 7527 5301  
Minicom: 020 7527 5440  
Email: [upperstreetAHO@homesforislington.org.uk](mailto:upperstreetAHO@homesforislington.org.uk)

## **Support agencies**

### **African Swahili Community Project in the UK/UNDUGU**

1B Waterlow Road  
Archway, London  
N19 5NJ  
Tel: 020 7281 1859  
Mobile: 07946412934  
Fax: 020 7281 9164  
[www.refugeesonline.org.uk/ascop](http://www.refugeesonline.org.uk/ascop)

### **'Arachne' Greek Cypriot Women's Group**

2nd Floor, 67-83 Seven Sisters Road  
N7 6BU  
Tel: 020 7263 6261  
Fax: 020 7263 6261

### **Asian Project/Islington Age Concern**

6-9 Manor Gardens  
N7 6LA  
Tel: 020 7281 6018  
Fax: 020 7561 9917

### **Disability Action in Islington**

90-92 Upper Street  
N1 0NP  
Tel: 020 7354 8295  
Fax: 020 7359 1855

### **Eritrean Community in the UK**

266-268 Holloway Road  
N7 6NE  
Tel: 020 7700 7995  
Fax: 020 7700 6173

### **Ethiopian Community in Britain**

2a Lithos Road  
NW3 6EF

Tel: 020 7794 4265  
Fax: 020 7794 4116  
Website: [www.ethiopiancommunity.co.uk](http://www.ethiopiancommunity.co.uk)  
Email: [postmaster@ethiopiancommunity.org.uk](mailto:postmaster@ethiopiancommunity.org.uk)

### **Greek and Cypriot Cultural Community and Youth Centre**

(can also provide legal advice and assistance)

98 Dresden Road  
N19 3BQ  
Tel: 020 7263 6445

### **Help the Aged/Senior Line**

207-221 Pentonville Road  
N1 9UZ  
Tel: 0808 800 6565  
Fax: 020 7278 1116

### **Imece Turkish Speaking Women's Group**

2 Newington Green Road  
N1 4RX  
Tel: 020 7354 1359  
Fax: 020 7226 7599

### **Iranian Community Centre**

266-268 Holloway road  
N7 6NE  
Tel: 020 7700 0477 or 0207 700 0341  
Fax: 020 7700 3248  
Website: [www.iraniancc.com](http://www.iraniancc.com)

### **Irish Women's Group**

59 Stoke Newington Church Street  
N16 0AR  
Tel: 020 7249 7318  
Fax: 0207 923 9599  
Email: [info@liwc.co.uk](mailto:info@liwc.co.uk)

### **Islington Bangladesh Association**

72 Caledonian Road  
N1 9BT  
Tel: 020 7833 2608  
Fax: 020 7833 2608  
Email: [achiba@aol.com](mailto:achiba@aol.com)

### **Islington Chinese Association**

33 Giesbach Road  
N19 3DA  
Tel: 020 7263 5986

**Fax: 020 7281 7136**

Website: [www.islingtonchinese.com](http://www.islingtonchinese.com)

### **Islington Victim Support**

1 Highbury Crescent

N5 1RN

Tel: 020 7272 0784

Fax: 020 7281 1415

### **Islington Women's Aid**

London

N19 4DX

Tel: 020 8269 2121

Fax: 020 7263 4555

Website: [www.iwauk.org](http://www.iwauk.org)

Email: [advice@iwauk.org](mailto:advice@iwauk.org)

### **London Friend 86**

86 Caledonian Road

N1 9DN

Tel: 020 7833 1674

### **Muslim Welfare House**

233 Seven Sisters Road

N4 2DA

Tel: 020 7263 3071

### **Rights of Women**

52-54 Featherstone Street

EC1Y 8RT

Tel: 020 7251 6577

[www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

### **Somali Speakers Association**

12 Barnsbury Road

N1 OHP

Tel: 020 7833 9893

### **Stonewall Housing Advice Service**

2A Leroy Business Centre

436 Essex Road

N1 3QP

Tel: 020 7359 5767

Fax: 020 7359 9419

[www.stonewallhousing.org](http://www.stonewallhousing.org)

Visit our website at  
[www.homesforislington.org.uk](http://www.homesforislington.org.uk)

