

We can help



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریافت کنید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS  
5th Floor, HSBC Bank Chambers, Cloth Hall Street, Huddersfield HD1 2EG  
Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

# Harassment, Racial Harassment and Anti-Social Behaviour



## Service Standards

Connect housing  
homes, communities, cultures

Leeds

A charitable housing association

Version 1: August 2006

## Our Aims

We are committed to making sure that our tenants can enjoy their homes in peace. We will take all incidents of harassment and anti-social behaviour against tenants seriously. We aim to resolve these incidents without having to take legal action. However, if there is sufficient evidence and we have the power to do so, we will take legal action.

We will investigate reports of harassment, racial harassment, homophobic harassment, harassment because of disability and anti-social behaviour promptly and work closely with other agencies within our communities to reduce and resolve incidents.

Your tenancy agreement says that as a tenant you must not cause disturbance or be a nuisance to people living, working or visiting in the area of your home. We also expect that our staff can do their jobs without fear of violence or intimidation from tenants, residents, or applicants.

## Harassment

Harassment is verbal or physical behaviour that intimidates, dominates, harms or causes alarm and distress to an individual, a family or a group of people, which may include infringing their rights to personal safety.

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**Website: [www.connecthousing.org.uk](http://www.connecthousing.org.uk)**



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## Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a \* are measured and monitored. However, if you spot that we fall short of the standards we have described, please contact a member of the Community Services Team or the Service Improvement Team and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

If you have been harassed, we will:

- \* Contact you within 10 working days of the incident being reported. If the incident involves actual violence or a significant threat of violence, we will contact you within one working day.
- Provide an interviewer of the same sex whenever possible if you request this.

## Racial and homophobic harassment and harassment because of a disability

A racist, homophobic or disability-related incident is defined as "any incident which is perceived by the victim or any other person to be racist, homophobic or perpetrated because the victim has a disability".

If you have been harassed because of your race, sexuality or a disability, we will:

- \* Contact you within one working day of the incident being reported.
- Provide an interviewer of the same sex and racial background whenever possible if you request this.
- Remove all racist, sexist, obscene and otherwise offensive graffiti within one working day.



\* Our office is a Hate Incident Centre. Incidents of racist or homophobic abuse, abuse related to disability or religion, racist or homophobic graffiti or offensive literature, physical attack, damage to property and arson can all be reported at our office.

### Anti-social behaviour (ASB)

Anti-social behaviour describes any behaviour that interferes unreasonably with people's use and enjoyment of their own home. Examples include noise and pet nuisance, dumping cars, selling drugs, storing stolen goods, etc.

If you have experienced anti-social behaviour, we will:

- Take your report seriously.
- \* Begin to investigate all reports of ASB within 10 working days and, if it is an emergency, we will investigate within two working days.

In all cases, we will:

- Respect your right to confidentiality if you want us to. However, you must realise that this may limit the options that we can take to resolve issues.
- Agree plans with you about how we will handle reported incidents, e.g. speaking to perpetrators, gathering evidence,

monitoring the situation, etc. We may ask you to help us gather evidence, but we will help you understand how to do this.

- \* Try to resolve problems using methods which do not make the situation worse, e.g. acceptable behaviour contracts, parenting contracts, arranging mutual agreements between neighbours, etc.
- Refer you to mediation services to help resolve disputes when you agree to this.
- \* Take legal action in serious cases if there is sufficient evidence and we have the power to do so.

### General

It is important to **inform the Police as soon as possible if you feel at risk**. Please do not wait until our offices are open to get advice from us if you believe you or other people could be at risk of harm. The Police can respond immediately to urgent situations and may be able to gather evidence from you that they (and we) can use in possible actions against criminals or perpetrators of anti-social behaviour in the future. We are committed to working with the Police and other agencies to prevent and investigate incidents of harassment, nuisance and anti-social behaviour whenever it is possible.

