

Racial and homophobic bullying





This leaflet tells you what to do if someone frightens or upsets you by saying or doing something because of the colour of your skin, where you come from, or who you choose to have as a partner.

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please phone your supported housing officer on 0333 320 2675.



اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپرائٹر) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 0333 320 2675 پر رابطہ کریں۔

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 0333 320 2675.

RWP either own or manage the property you live in. You pay rent to us to allow you to live in your home. In return you have certain rights and responsibilities as a tenant.

One of your rights is to be able to live in your home in peace. You do not have to put up with other people upsetting you because of where you come from, the colour of your skin, what you believe in or your ethnic group.

Other people should not upset you because of your sexuality. It does not matter if you prefer to have a partner of the same or opposite gender.

We expect you to treat other people in the same way. One of your responsibilities as a tenant is not to upset other people because of where they come from, the colour of their skin, what they believe in, or who they choose to have as a partner. Other people also have the right to live in their own home in peace.





What is bullying?

If you make another person feel frightened or upset because of what you have done or said, this is called bullying or harassment. It might happen just once, but it could happen all the time. The person doing the bullying could be someone living in your home or they could live somewhere else.

There are lots of different types of bullying, and some are more serious than others. Here are some examples of what it might involve:

- Hurting someone physically
- Threatening to hurt someone
- Saying something nasty to someone
- Damaging a property or graffitiing

What is racial bullying?

Racial bullying is saying or doing something to a person because of the colour of their skin, where they come from, what they believe in or their ethnic group.

What is homophobic bullying?

Homophobic bullying is saying or doing something to a person because they choose to have a partner who is the same gender as their self.

All types of bullying are very upsetting. It can ruin people's lives and make them very unhappy or ill.

RWP will not allow this type of behaviour at any time. We will take action against any of our tenants, or their visitors, who upset other people in this way. This could mean the tenant losing their home.

What should I do if I feel that I am being bullied?

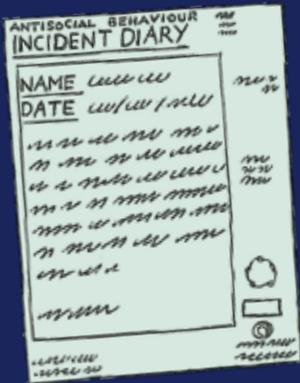
If you are being bullied, then please let us know as soon as possible so that we can help you.

You can report it to us by:

- Phoning us on 0333 320 2675
- Writing to us at the address on the back page

You should also report any bullying or harassment to the police. You might want to ask your support worker to help you do this. We can do it for you, if you want us to.





What should I tell you when I report bullying?

To help us deal with your problem quickly and in the best possible way, you should tell us everything you can.

We will need to know:

- Your name, address and phone number
- When and where the bullying happened
- What happened
- If it has happened more than once
- Who upset you and where they live, if you know
- The details of anyone who saw or heard the bullying
- If there is any offensive graffiti that needs to be removed
- If your home has been damaged and is unsafe
- If you feel in danger
- If you have reported what happened to the police

We may ask you to fill in a diary of events if the bullying keeps happening. It is important that you keep notes about any bullying. We

may need this information if we have to take legal action against the person who is bullying you.

What will you do about the problem?

We will take action straight away to find out how serious the problem is, and what we need to do to help you.

We will always:

- Treat all complaints of bullying seriously
- Log the details you report
- Treat what you tell us with strictest confidence
- Listen to what you tell us and offer you advice
- Arrange access to communication or translation services, if needed
- Arrange access to other services that may be able to help you, if needed
- Work with other agencies, like the police or social services, to provide you, and any witnesses, with support
- Remove any racist or homophobic graffiti within 24 hours





What happens if I am in danger?

If there is a risk to your safety, we will discuss this with you, your support workers and the police.

We may have to:

- Carry out urgent repairs to make your home safe, for example to locks
- Help you find somewhere else to live
- Install an alarm system
- Provide witness protection
- Strengthen doors
- Increase the support you get

We will only contact the person who has been bullying you, if you tell us that you are happy for us to do so.

What else can you do?

We will try to gather all the information together as quickly as possible so that we can discuss with you, and your representatives, the best way to deal with the situation. We will always tell you if we do not think the incident is bullying, and we will tell you why.



To make the problem stop, we might:

- **Work with other groups**

We will work with others, such as the police, social services or other landlords, to try to sort the problem out. If you have been threatened or attacked then the police may be able to take action.

- **Get an Injunction Order**

An Injunction Order is a legal instruction that tells the person bullying you to prevent their behaviour.

- **Try to evict a tenant**

If the person who is bullying you is a tenant, then their behaviour will mean that they have broken the rules of their tenancy. We may ask a court of law for a Possession Order. This could mean that the tenant loses their home.

- **Apply for an Anti-Social Behaviour Order**

This is a court order that tells someone to stop behaving in a way that upsets other people.





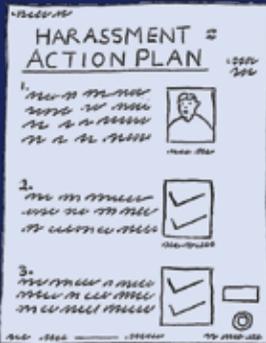
• Talk to a mediator

Sometimes problems between two people can be sorted out by talking to a person who is trained to help. This person listens to what both people have to say, without taking sides, and helps to find an answer.

What happens next?

We will agree with you what we will do to sort out the problem. We will write to tell you when we will do it. We will stay in touch with you to let you know how things are going.

If we agree to take legal action, then we will help you all the way through the process. You do not have to give evidence in court if you do not want to.



Closing your case

When we have sorted out your problem, we will send you a questionnaire so that you can tell us how well you think we have helped you. This will help us to make our service better.

The service you can expect from us

To make sure that we provide you with an excellent service, we set

standards that we aim to meet for each area of our service.



We promise:	When we will do this:
To arrange access to communication or translation services if you need them.	Within 48 hours of you reporting a problem.
To regularly tell you about progress.	At least every 14 days.
To remove offensive graffiti.	Within 24 hours.
To carry out any emergency repairs.	Within 24 hours.
To carry out any non-urgent repairs needed because of the incident.	Within five working days.
To visit you, in cases of serious harassment.	Within 24 working hours.
To visit you, in less serious cases of harassment.	Within five working days.
To put in place a long-term action plan.	Within ten working days.



RWP

Sumner House, 21 King Street,
Leyland, PR25 2LW



Telephone: 0333 320 2675



Email: RWPenquiries@progressgroup.org.uk
Website: www.residewithprogress.org.uk



ResideWithProgress



@RWP_SL



Scan me for information on other
formats and languages.

This communication has been issued by
Progress Housing Association Limited and/or
Reside Housing Association Limited, trading as RWP.

Issue: July 2022