



NUISANCE & HARASSMENT

Policy Statement:

Fairoak Housing Association will not tolerate nuisance and harassment in the buildings it owns and manages. Our policy is based on taking firm action against people who harass others (perpetrators) and providing support for victims. We aim to respond effectively, quickly and sensitively.

Procedure:

- Nuisance and harassment is a breach of tenancy. We will take action against the perpetrators of harassment. We will continue to work closely with support providers and if necessary solicitors and police to evict tenants who harass others.
- We will transfer tenants experiencing serious harassment or domestic violence where a move would improve their safety and where there are no other alternatives.
- We will work with other organisations including support providers, the police, relevant council departments and local community groups to help us achieve these aims.
- All reports of nuisance and harassment will be treated as strictly confidential. We will never pass details to the police or other organisation without the victim's agreement. We will never reveal victims names without their agreement, in interviews with witnesses or alleged perpetrators. (Please note that if the police take criminal action against a perpetrator, they will have a legal right to know the name of the person accusing them).

Implementation:

We will ensure that:-

- 1) When you report an incident to the Association we will give you all the help we can and we won't do anything without your agreement. (See Policy on Safeguarding, OPS.HR.024)
- 2) We will carry out emergency repairs to any damage to your home if necessary.
- 3) We will arrange to meet you at a time and place to suit you to talk about what happened.
- 4) We will agree a plan of action with you, which may include:
 - Reporting it to the police
 - Interviewing the person you identify as responsible for the harassment
 - Interviewing any witnesses and supporting them to give evidence

- Putting you in touch with local support groups in your area
- Adding extra security to your home if your safety is at risk

What you can do:-

- 1) If you are the victim of nuisance or harassment, write down what happened, with times and dates and descriptions of those responsible (or ask another person to write it for you and sign what they have written).
- 2) Report it to your Housing Officer. We will take all complaints seriously.
- 3) Report all incidents to the police or ask your Housing Officer to report it for you. They have legal powers to arrest and prosecute the people responsible. You should call them to deal with any immediate danger. Always get a police reference number after any contact.
- 4) If you see or hear harassment, including vandalism, please report it to us even if you are not directly involved. Your call will be treated in confidence.