

PCHA expects all our residents to show consideration towards other people and show tolerance and understanding. We condemn all forms of harassment. This leaflet is a summary of our approach to tackling harassment and explains what we can do to stop it happening.

Harassment is any deliberate behaviour intending to harm or intimidate an individual or a group of people. It is a form of anti-social behaviour, but it is particularly harmful because an individual or group has been singled out and targeted for a particular reason.

It doesn't matter if the person committing the harassment doesn't think that their behaviour is targeted at a particular person or group. We take a victim-centred approach. This means we will treat a report as harassment if the victim feels they are being harassed.

Harassment can take different forms. It could involve verbal or physical abuse, damage to a person's property, offensive graffiti and intimidation.

These reasons could include:

- someone's religion, ethnic background, race or nationality;
- someone's gender or sexuality;
- someone's age;
- a disability or an illness;
- someone's appearance; or
- any other reason.

What can I do about it?

- In an emergency, always call 999.
- Contact us: we will advise you of your rights and what we can do to help.
- Contact your local council's housing advice or homelessness unit. If the harassment is so severe that you are unable to stay in your home, they can talk to you about emergency rehousing and other housing options.
- Keep a log of all incidents that take place, including times and dates. We will provide you with incident diary sheets to help you do this.

What can PCHA do?

We take all reports of harassment seriously, and are committed to encouraging people to come forward.

- Within one day of you reporting harassment, we will arrange to come and talk to you about the problem. We will provide advice and support if necessary.
- We will investigate all reports that are made and work with you to decide how best to resolve them. There are a number of non-legal and legal remedies that we can use.
- We will work to stop harassment becoming a problem in the first place. We will identify hotspots and work with other agencies to raise awareness of harassment and the effects it has on people and communities.

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Key contacts

The organisations below can offer advice and support to anyone who is experiencing harassment.

In an emergency – always dial 999

Asian Women's Resource Centre

An organisation providing support to BMER (Black, Minority, Ethnic and Refugee) women and children in London.

108 Craven Park, Harlesden,
London NW10 8QE

T 020 8961 6549

E asianwomenscentre@aol.com

www.asianwomenscentre.org.uk

Crimestoppers

A charity helping to solve crimes.

T 0800 555 111

www.crimestoppers-uk.org

Dial UK Disability helpline

A national organisation run by and for disabled people.

T 01302 310 123

E informationenquiries@dialuk.org.uk

www.dialuk.info

Equality and Human Rights Commission

An independent advocate for equality and human rights in Britain.

3 More London, Riverside Tooley Street,
London SE1 2RG

T 0845 604 6610

E info@equalityhumanrights.com

www.equalityhumanrights.com

MIND

A national charity for people with experience of mental health problems.

15-19 Broadway, London E15 4BQ

T 0845 766 0163

E contact@mind.org.uk

www.mind.org.uk

Lesbian and Gay Switchboard

A helpline providing information, support and referral services.

PO Box 7324, London N1 9QS

T 020 7837 7324

E admin@llgs.org.uk

www.llgs.org.uk

London Irish Centre

A social and cultural centre, which provides advice and support to the London Irish community.

50-52 Camden Square,

London NW1 9XB

T 020 7916 2222

E info@irishcentre.org

www.irishcentre.org

London Irish Women's Centre

An organisation offering advice and support.

59 Stoke Newington Church Street,

London N16 0AR

T 020 7249 7318

E info@liwc.co.uk

www.liwc.co.uk