

Policy Summary

Domestic violence

Customer summary of a Genesis Housing Group policy.

This policy applies to all customers who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. The policy excludes customers whose housing is managed on behalf of a local authority (Hackney & Westminster).

Introduction

Genesis Housing Group recognises the harmful effect of domestic violence on not just the victim but also their families and the wider community. This policy demonstrates our commitment to raise awareness and tackle domestic violence. We will ensure that appropriate steps are taken to secure the safety and security of any victim of domestic violence.

Definitions

Domestic violence is defined as any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial, or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.

Dealing with domestic violence

We will take appropriate steps to secure the safety and security of any victim of domestic violence. In particular, we will:

- take seriously the issue of domestic violence and adopt a victim-centred approach which prioritises the safety and security of the individual;
- ensure staff are trained and equipped to deal with all reports and that there are robust procedures in place to support them;
- endeavour to maintain confidentiality and promote the safety of the victim;
- provide support, advice and information and where necessary refer the victim to other appropriate sources of support, assistance and possible re-housing;
- consider what measures might be appropriate to ensure the safety and security of the victim;
- enforce the terms of occupancy agreements and

take possession action against the perpetrators of domestic violence where appropriate;

- refer the victim to an appropriate legal advisor to enable them to apply for court orders to ensure their safety and protection; and
- refer to a specialist organisation any abuser who acknowledges and wishes to address their behaviour to secure the appropriate advice and support.

Raising awareness

We recognise our wider social responsibility within the communities in which we operate. We will seek to raise awareness of domestic violence and demonstrate to the wider community that it should not and will not be tolerated. The Group will positively encourage victims – and abusers who are willing to address their behaviour – to come forward and seek support and assistance.

Working in partnership

We recognise that we cannot seek to eradicate and tackle domestic violence alone. We will participate in and contribute to local domestic violence forums, crime and disorder reduction partnerships and other groups dedicated to confronting and tackling domestic violence. We will ensure that the appropriate protocols for sharing information are in place to encourage joint working and enable full cooperation between the police and the Group. We will work with social services departments to safeguard and promote the welfare of children and vulnerable adults

Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing **020 8900 4900**
Octavia Hill **020 8900 4998**
Key Places **020 7380 9025**
or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**

Company number 3802456. Housing Corporation Number L4286. Registered Office: Capital House, 25 Chapel Street, London NW1 5DT

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 7563 0037 or email info@ghg.org.uk