

What Action Can Be Taken?

We will investigate all reports professionally and objectively. Where it is appropriate and possible, we will take action against the person identified as harassing you, but only with your agreement.

Depending on your wishes we can:

- Interview or write to the person harassing you and instruct them to stop.
- Take legal action against them such as an injunction or an anti-social behaviour order to prevent them from coming near you or your home and from causing you any further problems.
- If the person responsible is one of our tenants, we may take them to court and ask for them to be evicted.

Our Housing Offices

9 Little Park Street, City Centre, Coventry Tel 024 7676 7111	192 Torrington Avenue, Coventry Tel 024 7649 6700
29-31 Riley Square, Bell Green, Coventry Tel 024 7670 8400	St James Lane, Willenhall, Coventry Tel 024 7651 6700

Other Contact Numbers

CSP Hate Crime Coordinator	Tel 024 7683 2118
Victim Support	Tel 024 7625 6956
Coventry Refugee Centre	Tel 024 7622 7301
Terrence Higgins Trust	Tel 024 7622 9292
Police	Tel 0845 1135 000

Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بۆیارمه تێدان به زمانێ خووت

☎ 024 7676 7000



Hate Crime & Racial Harassment



Whitefriars Housing Group Ltd
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a charitable, industrial & provident society

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Don't suffer in silence...
Whitefriars are here to help!

Our first priority is to try
and stop the harassment and
to make sure that you no
longer feel under threat.

This leaflet explains:

- What Hate Crime is
- What you should do if you suffer or witness Hate Crime
- What we can do
- What action can be taken
- Useful contact details

Whitefriars Housing Group view Racial Harassment and other forms of Hate Crime, such as Homophobic Harassment, as a serious breach of our Tenancy and Lease Agreements. This means that where such incidents are brought to our attention we will treat them as "urgent" and make contact with the person reporting the incident within 1 working day of receipt of the report.

What is Hate Crime?

Hate Crime is motivated by prejudice against someone's racial heritage, religion, sex, sexual orientation, or disability. A Hate Crime incident is any which is perceived by the victim or any other person to be motivated by prejudice. Examples of Hate Crime include: graffiti, offensive literature, assault, objects being thrown at people or property, verbal abuse, intimidation.

Harassment is a criminal offence and there are specific laws against racially motivated violence, abuse and harassment.

What should you do if you experience Hate Crime?

If you have suffered, or have witnessed any incident of Hate Crime

REPORT IT!
You can report to
The Police
or
**Any Whitefriars
Housing Office**
or
**Other
Reporting Centres**

What We Can Do?

We will investigate all reports of Hate Crime. We will talk to you in private to assess the situation. Depending on your circumstances, we will usually arrange for a visit or interview to take place within 1 working day. In very serious cases we will arrange to see you straight away.

Should you require a translation or interpretation service, we can provide these services at any one of our Housing Offices.

During the interview, we will listen to you, discuss the details of your case with you and agree a plan of action with you.

We will assess with you any support requirements you may have, e.g. the loan of a mobile phone, a life line alarm or CCTV. (for further information please see Whitefriars 'Supporting Witnesses of Anti Social Behaviour' leaflet)

We will continue to support you and to keep you informed throughout about the progress of your case.

We will, but only with your permission, refer your case to the Coventry Hate Crime Forum where agencies such as Whitefriars, Coventry City Council, Police, Victim Support, Terrence Higgins Trust, Coventry Refugee Centre and Education monitor and adopt a multi-agency problem solving approach to try and help resolve your situation.