

RACIAL HARASSMENT POLICY – KEEPING YOU INFORMED!

Here we are summarising our policy for dealing with racial harassment. At CCHA we take harassment of any kind very seriously. When it is motivated because of someone is from a different race or culture we have specific actions we can take to deal with this, they are: -

- **We will support the victims of harassment**

We hope you will never be the victim of harassment, but if you ever encounter such a problem and need help, please contact us straight away and ask to speak to one of our housing staff. These staff members are not professionally trained in dealing with victims of harassment, but they will listen to your problem, advise you appropriately, and ensure that the necessary actions are taken. They will also ensure that your report is kept strictly confidential. If our staff members do not feel that they are able to advise you, you will be put in contact with the appropriate representatives or supporting organisations.

- **We will enforce the terms of your tenancy agreement**

If you an assured tenant, section 3(5) of your tenancy agreement states that you must not to commit, or allow members of your household or invited visitors to commit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to, any other tenant, member of your household, visitors or neighbours.

Similarly, section 1(n) of your secure tenancy agreement states that, “the tenant, members of his/her household, other residents of the premises and visitors must ensure that persistent nuisance or annoyance is not caused to neighbours”.

So any tenant who racially harasses a neighbour, or allows their family or visitors to do so, is in clear breach of their tenancy agreement. If an incident of harassment takes place, we have very clear authority to take action to ensure that future incidents do not occur.

For example, with the consent of the harassment victim, we could start action to take possession of the offender’s home, or we could report the incident to an appropriate organisation such as the South Wales Police Minorities Unit or Race Equality First.

Clearly, for us to take possession action the incident would need to be fully investigated and the events confirmed. However, if we did decide on this course of action, the tenant who committed (or whose family or visitors committed) the racist act could lose their home!

- **We will transfer the victims of racial harassment**

If one of our tenants is the victim of racial harassment or a racial attack, and a move to alternative accommodation would prevent a future incident, we will transfer that tenant to another property - provided they wished to move.

We would also be prepared to try and arrange a move to another area of the city or the country, by contacting other public sector landlords who may be able to help.

- **Reporting graffiti or attacks**

If your home is ever the subject of racial graffiti or a racial attack, contact us straight away. We will ensure that the graffiti is removed and any necessary repairs completed within 24 hours.

If you are a victim please contact us as soon as you can your case will be considered in confidence and sympathetically. An information leaflet is available at either of our offices on request. Please contact our customer advisors at our receptions at Meteor Street or Splott Road and they will be happy to provide you with a copy.