

Every person has the right to be safe from abuse and fear. We will not tolerate those who harass, attack, or abuse any of our residents because of age, disability, gender or gender identity, race or ethnicity, religion or sexual orientation.

If you are a victim of hate crime, you do not have to suffer in silence.

Contact us on **0300 303 1771** or email service.centre@shgroup.org.uk

You can also get support and advice from any of the agencies listed at the back of this leaflet.

In an emergency always call the police on 999.

What is hate crime?

Hate crime is any incident which you or any other person thinks is motivated by prejudice or hate. It can be against an individual or a group of people and is not just limited to members of minority groups or those considered vulnerable.

Incidents of hate crime can relate to:

- age
- disability
- gender or gender identity
- race or ethnicity
- religion and belief
- sexual orientation.

Hate crime can take many forms including:

- physical attacks
- actual or threatened violence
- offensive graffiti or other written material
- abusive or insulting words or behaviour.

Whatever form it takes, hate crime is not acceptable. Please report any incidents so we can take action.

Because I'm Disabled

What to do if you are a victim of hate crime

Tell someone about it:

- report it to the police – they take hate crime very seriously and have officers who are specially trained to deal with this type of crime
- report it to a third party reporting centre – these centres are independent and can pass information on to the police for you. The police are then required to act on this as if they had received the report directly
- report it to us by contacting the Service Centre – we can advise you on the range of options open to you or take action on your behalf where appropriate
- seek advice – there are lots of organisations that can give you information. There are contact details for advice agencies in this leaflet, or you can contact the Service Centre.

Practical Steps

There are a number of steps you can take that will help us to deal with any incident you report:

- give us as much information as possible about what has been happening
- provide us with as much supporting evidence as possible, including the details of anyone else who has witnessed the incident
- keep a record of all incidents – we can supply diary sheets to help you do this
- keep us updated of any further incidents that take place
- think about all the help on offer and advise us of what you would like us to do
- provide us with a written statement or be willing to attend court if you want us to take legal action.

Because
I'm Muslim

Because I'm Old

What can Southern Housing Group do?

Our approach

We treat all reports seriously, sympathetically and in confidence.

We will:

- treat reports of hate crime as high risk and contact you within 24 hours
- investigate all reports thoroughly and provide you with a range of legal and non-legal options to deal with the problem
- give you advice and information on other agencies that can help you
- take action against the person harassing you where appropriate
- work with other agencies, such as the police and local authorities, where we are unable to help
- agree an action plan with you, keeping you regularly updated.

Taking action against the perpetrator

We will take action against the person who is harassing you, but only if this is what you want. Depending on the circumstances of your case, we can:

- interview or write to the person harassing you and ask them to stop
- take legal action to stop them from harassing you in your home.

Options for legal action include:

- injunctions
- anti-social behaviour orders (ASBOs)
- possession orders (eviction).

For us to attend court we will need good evidence and it is likely you may also have to be there.

Because I'm Jewish

Carrying out emergency repairs

You may need repairs carried out to your property because damage has occurred as the result of violence. This includes repairing/boarding up broken windows, removing racist graffiti, and securing any damaged front doors. Emergency repairs will be completed within 24 hours of being reported.

Reporting an emergency repair

If you rent your home, please contact our Service Centre between the hours of 8am-8pm, Monday to Friday, by calling:

0300 303 1771 if you are a mainland resident

0300 303 1772 if you live on the Isle of Wight

To report an out-of-hours emergency, please call:

08457 573 764 if you rent your home from Southern Housing Group

08456 013 225 if you rent your home from James Butcher Housing Association

0300 303 1772 if you live on the Isle of Wight

08456 000 453 if you are a homeowner

Providing additional security

We may be able to provide additional security measures, such as extra locks for your windows or doors, to help you feel safer.

Moving to another property

You may feel that you want to move to get away from the harassment. We will do everything we can to support you, including the possibility of a transfer to another property. Depending on the circumstances of your case, we may award you a higher transfer priority. However, even with a higher priority, transfers usually take a long time due to the limited number of available properties. You should always consider other options, especially if you need to move immediately.

If you are a leaseholder or homeowner, you are not able to apply for a transfer.

Please contact the Service Centre for more information

Because
I have mental health issues

Useful contact details

Police

Telephone 999

In an emergency always call the police. The police have specialist officers at most stations specifically trained to help victims of hate crime and to deal with the perpetrators.

Childline

Telephone 0800 1111

www.childline.org.uk

Provides free and confidential support to children and young people, providing advice on a range of issues including harassment, bullying and abuse.

Citizens Advice Bureau

www.citizensadvice.org.uk

www.adviceguide.org.uk

Providing free, confidential and independent advice on many issues. You can find details of local offices on the website or in the local phone book.

Equality and Human Rights Commission

Telephone 0845 604 6610

www.equalityhumanrights.com

Equality and Humans Rights Commission works towards eliminating discrimination, reducing inequality, protecting human rights and building good relations, ensuring that everyone has a fair chance to participate in society.

GALOP

Telephone 020 7704 2040

www.galop.org.uk

A website for London's lesbian, gay, bisexual and transgender community, dedicated to challenging homophobic and transphobic hate crimes.

Report-it

www.report-it.org.uk

This website is funded by the police, for information around hate crime and reporting incidents of hate crime.

Victim Support

Telephone 0845 30 30 900

www.victimsupport.org.uk

Provides free and confidential support to the victims of crime, offering information, practical help and emotional support.

This leaflet provides information about what to do if you are a victim of hate crime. To get a copy in your own language, in Braille or on audio, or for advice call 0300 303 1771.

Arabic

تتضمن هذه النشرة معلومات حول ما ينبغي أن تفعله إذا وقت ضحية لجريمة كراهية. للحصول على نسخة بلغتك، أو بطريق بريد أو بطريقة صوتية أو للحصول على مشورة، اتصل برقم 0300 303 1771

Bengali

ঘণাজনিত অপরাধের শিকার হলে আপনার করণীয় কি সে সম্পর্কে তথ্য এই লিফলেটে দেয়া আছে। আপনার নিজের ভাষায় একটি কপি, ব্রেইলে বা অডিও কপি পোতে অথবা পরামর্শের জন্য 0300 303 1682 নম্বরে ফোন করুন।

French

Ce dépliant vous propose des renseignements sur ce qu'il faut faire si vous êtes victime de crimes de haine. Pour obtenir un exemplaire dans votre langue, en Braille ou sur support audio ou pour des conseils, appelez le 0300 303 1771.

Somali

Macluumaad-sidahan wuxuu bixinayaa macluumaad ku saabsan waxa aad samaynayso haddii aad tahay dhibbane dambi nacayb. Si aad u hesho nuqul luuqaddaada ah, qaabka luuqadda Indhoolayaasha ama qaab maqal ah, ama wixii talo ah wac 0300 303 1771.

Spanish

Este folleto proporciona información sobre que hacer si usted es una víctima de un delito motivado por prejuicios. Para conseguir una copia en su propio idioma, en Braille o en audio, o para asesoramiento llame al 0300 303 1771.

Turkish

Bu broşür, eğer nefret suçu mağduruysanız yapmanız gerekenler hakkında bilgi içermektedir. Broşürün kendi dilinizde, Braille alfabesi ile yazılmış, sesli kopyası ya da tavsiye için 0300 303 1683 numaralı telefonu arayınız.

Because
I'm Gay