

consider using the following against those proven to be committing anti-social behaviour:

- Serving of Notice of Seeking Possession
- Demotion Order
- Parenting Order
- Anti-social Behaviour Order (ASBO)
- Injunction
- Possession Order/eviction

If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.

Polish Prześladowania i dyskryminacja
Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Violência motivada por ódio
Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali ঘৃণাজনিত কারণে হয়রানি
যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি.তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 源於憎恨的騷擾
若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Ngacmimet për shkak të urrejtjes
Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Obťažovanie na základe nenávisťi
Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN

Tel: 01235 515900

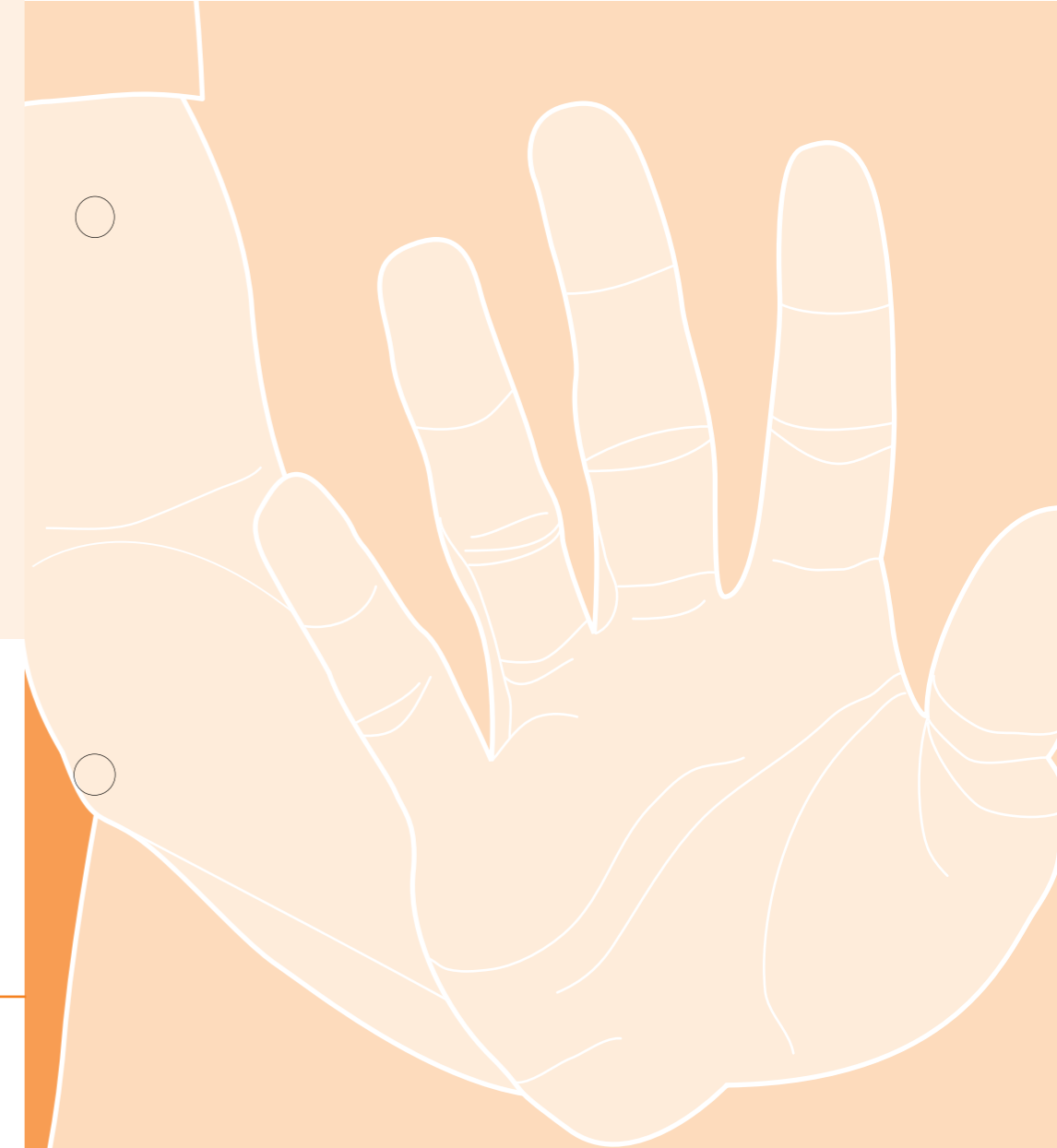
Fax: 01235 515970

Email: housing@soha.co.uk

Website: www.soha.co.uk



Hate-related harassment



21d 06/09



What is hate-related harassment?

Hate-related harassment is a very serious form of Anti-Social Behaviour (ASB). It is harassment which is considered by the victim (or any other person) to be motivated by prejudice or hate, for example:

- Racist behaviour and racial harassment
- Homophobic behaviour (e.g. because you are gay or lesbian)
- Disability-related harassment
- Faith-related harassment (e.g. because of your religious beliefs)

Any reports of hate-related harassment are treated as serious incidents. We will:

- Respond to reports within 24 hours
- Handle information which tenants give us sensitively and respect confidentiality
- Thoroughly investigate all complaints of hate-related harassment that are reported to us
- Work with our partner agencies (such as the police and local council) to support victims of hate-related harassment

We believe that everyone has the right to live peacefully in their own homes. We are against all forms of hate-related harassment or abuse and treat any reports of this extremely seriously. As a Soha Housing tenant, you must remember that you are responsible for your own actions and the behaviour of other members of your household and visitors to your home.

How do I report hate-related harassment to Soha Housing?

You can report harassment to Soha by:

- Telephoning Customer Services on 01235 515900
- By visiting Soha's website **www.soha.co.uk**. You will find the anti-social behaviour reporting form on the Tenancy Information page.
- You can also report racial harassment by visiting www.reportracismoxon.com (a website run by a multi-agency group)

- By email to housing@soha.co.uk
- In writing to Soha's office in Didcot
- Direct to your Neighbourhood Officer while they are visiting your community

We will need your name and address to be able to deal with your complaint. We will also need the names and addresses of the people you wish to complain about and the times, dates and a full description of the incident.

We will ask you if you have reported the incidents to the Police.

We will handle the information you give us sensitively and will respect confidentiality. If we need to disclose your identity, we will always get permission from you first.

What can Soha do to help?

As with other serious cases of Anti-Social Behaviour, Soha will consider using the following options:

- Acceptable Behaviour Contracts (ABCs)
- Parental contracts
- Joint visits with Police/Environmental Services
- Incident diaries
- Mediation
- Family support referrals

In extreme cases of anti-social behaviour Soha will