



Find out about...

Racial Harassment



Developing neighbourhoods in Preston



Introduction

The Community Gateway Association (CGA) believes that everyone has a right to enjoy peace, quiet and security in and around their home. We will not tolerate any form of harassment or anti-social behaviour.

We operate in a diverse community, with a rich variety of culture, language, religious beliefs and values. We wish to ensure that the CGA's services reflect this diversity. We will also do everything we can to help people who are being subjected to racial harassment.

About racial harassment

Examples of racial harassment may include:

- Graffiti
- Malicious complaints
- Leaflets, pamphlets and other written material
- Damage or threats of damage to property
- Threatening behaviour
- Any act or omission calculated to interfere with someone's peace or comfort.

About tenants' responsibilities

By signing the CGA's tenancy agreement, new tenants accept full and personal responsibility for crimes and acts of harassment they commit in and around their home. Tenants are responsible for the behaviour and actions of family members, relatives and visitors to their property.

Our tenancy agreement says that:

Violence and harassment will not be tolerated for any reason, including but not limited to harassment on racial or ethnic grounds or due to religious belief, disability, age, gender, sexual orientation, appearance or mental or physical capacity.

Violence and harassment include, but are not limited to:

- a) Threats of violence;
- b) Abusive (both mental and physical), insulting or intimidating words or behaviour.

The CGA treats any reports of racial harassment seriously, promptly and sensitively. We will do everything we can to take action against people who harass or behave violently towards other members of the community.



What to do if you experience racial harassment

If you suffer any racial harassment, please contact the Community Safety Team for support, help and advice.

If any damage has been caused to your home, please call the Gateway Repair Line 0800 953 0213 to report the problem. We will repair any damage caused by a racially motivated incident. In most cases, the work will be done within seven days.

If any racist graffiti has been written on or near your home, please contact the Local Community Services Team. If the graffiti is on CGA property, we will remove it within 1 working day.

If you feel threatened or intimidated, call the police.

How the CGA deals with racial harassment reports

If you tell us that you have been harassed, a member of the Community Safety Team will interview you. This interview can take place at your home, any of the CGA's offices, or another place that you choose.

If English is not your first language, or you would prefer to discuss the matter with someone who speaks your mother tongue, we will be happy to provide an interpreter.

During the interview, we will ask you what happened and a few details about your personal circumstances. Any information we ask for will be treated in strict confidence. We won't discuss your case with anyone unless you give us permission to do so.

After the interview, we will explain all the options available to you. The CGA will then investigate your complaint further. Sometimes, a visit or letter from a member of our team to the person(s) causing the problem will sort things out. If not, there are legal powers that we can use to deal with harassment.

Whatever the situation, we will keep you informed of any action that we take and make sure that you know who is dealing with your complaint. If we can't take further action, you can consult a solicitor with a view to taking your own action.

Even if it is hard to prove that the incident was racially motivated, the CGA may still be able to help you. Each time we make a decision concerning your case, we will let you know in writing.

If we decide to take legal action, you will be asked to make a detailed formal statement that will be passed to the CGA's solicitors. The information will be kept confidential. But it is likely that the



other party's legal representatives will be given access to your statement before any hearings take place. It may also mean that you have to give evidence in court. The Community Safety Team will support you throughout the case, or work with an agency that can support you - however long the legal system takes.

Want to know more?

To find out more about our service or to report an incident please contact:

Community Safety Team

Deltic House, West Strand,
Preston PR1 8UY

tel: 0800 953 0213

Opening hours 9.00am to 5.00pm
Monday to Friday

If you live in the Moor Nook area you can also speak to the

Moor Nook EMB

Langden Drive, Ribbleton, Preston
tel:01772 268005

Opening hours 9.00am to 12.30pm
Monday to Friday

Other contact details:

e: cst@communitygateway.co.uk

w: www.communitygateway.co.uk

Other agencies and organisations who may be able to help

Apart from the CGA, the following contacts may be able to help you deal with the situation and provide a source of support.

Preston and West Lancashire Racial Equality Council

Town Hall Annexe, Birley Street
t: 01772 906422

Housing Advisory Centre

Birley Street
t: 01772 906412

Victim Support

1 Chapel St
t: 01772 201142

Preston Police

All stations
t: 01772 203203