

هينة إسكان ليفريول LHT سعيدة بان توفر لك هذه المعلومات في شكل آخر مثلا على شريط كاسيت، بخطوط كبيرة، أو كتابة بريل أو مترجمة إلى لغة أخرى. فإذا كانت هذه الخدمة ذات فائدة لك، الرجاء الاتصال بمركزنا لخدمات الزبائن على الرقم: 01928-796000 وسيكونون سعداء بمساعدتك.

LHT 非常樂意為你以其他形式（如錄音帶、大字體或盲人凸字、或翻譯成其他語文）來提供這些資料。若是這項服務對你有幫助，請致電 01928-796000 聯絡我們的「客戶服務中心」，他們將會很樂意地幫助你。

LHT est heureux de mettre cette information à votre disposition dans un autre format comme cassette, en gros caractères ou en braille, ou traduite dans une autre langue. Si ce service vous est utile, veuillez contacter notre service clients (Customer Service Centre) au 01928-796000, et il se fera un plaisir de vous aider.

आपको यह सूचना किसी अन्य प्ररूप में, जैसे कि टेप, लार्ज प्रिन्ट या ब्रेल में, या किसी अन्य भाषा में इसका अनुवाद उपलब्ध कराने में एलएचटी को खुशी होगी. यदि यह सेवा आपके लिए सुविधाजनक है, तो कृपया हमारे कस्टमर सर्विस सेंटर से 01928-796000 पर सम्पर्क करें. आपकी सहायता करने में उन्हें खुशी होगी.

LHT پڻ خوشحاله نم زانيارى یمت بؤ دابین بکات به شیویمکی تر و ملک شمريت ، چاپی گوره ، بریل ، و یان ودرگیران بؤ زمانیکى تر. نمگور سوود نمبینى لم خز مخته ، تکایه پمپوهندی بکه به سمئترى خز ممتى م عمیل لمسور 01928-796000 ، و نموان پڻ خوشحالن به یار ممتى دانئ .

LHT chętnie udostępni Państwu tę informację w innym formacie, takim jak: taśma magnetofonowa, duży druk lub w języku Braille'a bądź przetłumaczoną na inny język. Jeśli ta usługa przyda się Państwu, prosimy o skontaktowanie się z naszym Centrum Obsługi Klienta pod numerem 01928-796000, gdzie z przyjemnością pomogą Państwu.

LHT terá prazer em lhe fornecer estas informações noutro formato tais como numa cassete, em tipo grande ou em Braille, ou traduzidas noutra língua. Se este serviço lhe for útil, é favor contactar o nosso Centro de Atendimento ao Cliente no número 01928-796000 onde terão muito prazer em lhe prestar assistência.

LHT с удовольствием предоставит вам эту информацию в другом формате, например, на аудиокассете, более крупным шрифтом, азбукой Брайля или в переводе на другой язык. Если Вы хотите воспользоваться услугами нашей службы, звоните в наш отдел обслуживания клиентов по телефону 01928-796000, мы будем рады Вам помочь.

LHT waxay ku faraxsan tahay inay kuugu diyaariso akhbaartan qaabab kale sida cajalad, farta waaweynt ama Braille, ama in loo turjumo luqad kale. Haddii adeegani ku anfacyo, fadlan kala xiriiir Xarunta Adeega Macaamiisha 01928-796000, waxay ku farxi doonaan inay ku caawinaan.

LHT le puede proporcionar esta información en otro formato, tal como cinta de audio, impresa en caracteres más grandes o Braille, o traducida a otro idioma. Si este servicio le puede beneficiar, sírvase ponerse en contacto con nuestro Centro de Servicio al Cliente al 01928-796000 y con gusto le ayudaremos.

LHT is happy to make this information available to you in another format such as tape, large print or Braille, or translated into another language. If this service would benefit you, please contact our Customer Service Centre on 01928 796000 (local rate), and they will be happy to help you.



## Hate Crime and Domestic Violence (including Harassment)



## What is 'hate crime'?

Hate crime is a broad term used to describe harassment and abuse which is motivated by hatred of someone's race, colour, ethnic origin, religion, sexuality, gender, disability, age or asylum status.

Hate crime can take a number of forms including:

- △ Physical assault — e.g. actual bodily harm, grievous bodily harm, sexual assault, spitting and other forms of assault
- △ Damage to property — e.g. offensive graffiti, breaking windows, doors, fences etc, vandalising cars or other property

- △ Arson or attempted arson - e.g. when material is set alight and pushed through a victim's letterbox
- △ Verbal abuse, threat of attack or violence — e.g. abusive phone calls, emails or letters, bullying or being intimidating, causing mental or emotional anguish
- △ Harassment, i.e. behaviour which is intended to torment and trouble individuals or groups.

Many forms of harassment are criminal acts, and we will work with other agencies to stop the harassment taking place.

## What is 'domestic violence'?

Domestic violence is a term used specifically to describe violence or the threat of physical, sexual, psychological or emotional abuse from a partner, former partner or other member of the victim's household.

We recognise that domestic violence can take place

regardless of ethnicity, religion, class, age, sexuality, disability or lifestyle. It can occur in a range of relationships including heterosexual, gay, lesbian, bi-sexual and transgender relationships.

## What LHT believes

LHT believes that it is the right of all people to live in an environment free of harassment, abuse and hatred. We recognise that domestic violence can affect all members of the household and will take a positive and supportive

approach to all people who ask for help or advice about harassment, hate crime or domestic violence. We will provide a victim-centred approach and treat all information with the utmost confidentiality.

## How to report an incident of hate crime or domestic violence

If the incident is serious, or you are in immediate danger, you should contact the Police on 999 in the first instance. However, we would still ask you to report the incident to us, so that we are aware and can work with you to stop the harassment. If we don't know about your suffering, we won't be able to help you.

You can report any incident of hate crime or domestic violence to us in the following ways:

- △ Contact your Neighbourhood Housing Officer by phone or in person (details on page 7)

- △ Write to your local LHT office (details on page 7)
- △ Through a third party e.g. solicitor, family member, MP, councillor, social worker, mediator etc.
- △ Ring our Customer Service Centre on 01928 796000 (local rate).

We do accept anonymous complaints of hate crime, but we may not be able to deal with these cases as effectively, if any action relies on the need for witnesses.

## Information we may ask for

To help us find out what is happening, and to help us act appropriately, we will ask some simple questions about the incident, such as:

- △ What form of harassment has taken place (e.g physical assault, verbal abuse etc)?
- △ Where and when does/did it occur?
- △ Who is the harassment directed towards?
- △ Who might have been the perpetrator, if they are known to you?
- △ Who else have you reported the incident(s) to?

## What we will do

We will not tolerate harassment of any kind, whether by or to our tenants, staff, customers or contractors.

We will work to eliminate hate crimes and abuse from our communities and will ensure action is taken swiftly to stop the victimisation,

to protect the victim and to prevent it happening in the future. Specifically we will:

- △ Offer support and advice to victims of hate crimes and domestic violence and will deal with cases sensitively and respectfully
- △ Deal with your case in confidence

## What we will do CONTINUED

- △ Ask how you would like the situation to be resolved
- △ Ask you to keep a record of all incidences relating to the harassment/abuse
- △ Offer you an interpreter if you need one, or we can offer you the services of a Neighbourhood Housing Officer of the same sex if you would prefer
- △ Keep you informed of progress we are making, and where your report is up to.

Where the problem is serious, we will consider all legal options open to us, such as injunctions, demotion of tenancy, Anti-Social Behaviour Order (ASBO) or possession proceedings.

We can also offer:

- △ Mediation in less serious incidents
- △ Arrange for counselling for you through local Victim Support schemes
- △ Put you in touch with support organisations.

If we need to talk to others such as neighbours or family members to look into the report, we will only do this with your permission.

## Contact us

South Liverpool Office  
12 Hanover Street  
Liverpool  
L1 4AA  
Tel 01928 796000  
[www.lht.co.uk](http://www.lht.co.uk)  
email [csc@lht.co.uk](mailto:csc@lht.co.uk)

North Liverpool  
Neighbourhood Centre  
211 Walton Road  
Liverpool L4 4AJ  
Tel 01928 796000  
[www.lht.co.uk](http://www.lht.co.uk)  
email [csc@lht.co.uk](mailto:csc@lht.co.uk)

Runcorn & District Office  
Priory House  
Northway  
Runcorn  
WA7 2FS  
Tel 01928 796000  
[www.lht.co.uk](http://www.lht.co.uk)  
email [csc@lht.co.uk](mailto:csc@lht.co.uk)

Rodney Housing Division  
Fourth Floor  
State House  
22 Dale Street  
Liverpool L2 4TR  
Tel 0151 236 0010  
[www.rodneyhousing.co.uk](http://www.rodneyhousing.co.uk)  
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