

Talk2KHT
two lines to help you

Repairs **0500 96 96 94**
General Enquiries **0151 290 7000**

Typetalk users prefix these numbers with 18001 • Interpreting services also available



Homophobic or Transphobic Harassment

這份單張提供有大字印刷體，盲文，錄音帶光碟或其語言，有關詳情請致電 0151 290 7000

വലിയ പ്രിൻറിംഗും ബ്രെയ്ലിലും ഓഡിയോ ടേപ്പ് സിഡിയിലും അല്ലെങ്കിൽ മറ്റു ഭാഷകളിലും ലഭ്യമാണ് ഈ ലീഫ്ലെറ്റ്. കൂടുതൽ വിവരങ്ങൾക്ക് ദയവായി 0151 290 7000-ൽ ബന്ധപ്പെടുക.

Bu bro_ürün büyük harfli ve bray alfabesinde basımı, ses kaseti ve CD ya da di_er dillerde basımı vardır. Ayrıntılı bilgi için, lütfen 0151 290 7000 no.lu telefonu arayınız.

The design and content of this leaflet have been approved by a panel of KHT customers.



You can have this leaflet in large print, Braille, audiotape, CD or other languages. Please contact 0151 290 7000 for more information.

Homophobic or Transphobic Harassment

What is homophobic or transphobic harassment?

Homophobic harassment means bullying, assaulting, harassing or verbally abusing someone because they are – or others think they are – gay, lesbian or bisexual.

Transphobic harassment is bullying, assaulting, harassing or verbally abusing someone because they are – or others think they are – transgender. Someone who is transgender wants to live as a member of the opposite sex, and may have surgery to help them do this.

At Knowsley Housing Trust we consider homophobic or transphobic harassment to be:

“any incident which is perceived to be homophobic or transphobic by the victim or by any other person”.

This is the definition that the law and the courts use.

Homophobic and transphobic harassment usually happens because of the offender’s ignorance, prejudice or fear. It can seriously affect the victims and their quality of life.

We will not tolerate any form of homophobic or transphobic harassment, and will take prompt and effective action where necessary. We will take legal action against

anyone who inflicts such harassment on our residents, their families or visitors and members of staff or our Board Members.

If you complain to us about homophobic or transphobic harassment, we will:

- * *investigate every incident as a priority*
- * *support you and refer you to specialist agencies where necessary*
- * *do repairs and remove graffiti as quickly as possible where necessary*
- * *review security around your home where necessary*
- * *arrange temporary or permanent rehousing if you need it*
- * *take action against wrongdoers*
- * *support you and any witnesses.*

How you can report homophobic or transphobic harassment

We need your help – if you don’t report the harassment, we can’t do anything about it.

You can report the harassment by visiting your local KHT office, or by phone, letter, email, or via a third party such as Social Services or the police. If you come to a KHT office to report the harassment, a Housing Officer will see you in a private interview room. If you report the incident via a third

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party, we will contact you by the end of the next working day to make an appointment and talk to you about it.

Interviewing you

We can interview you in a private room in one of our offices or in your home if you prefer. We will record basic details of the incident(s) and keep them confidential. Our Housing Officers deal with most incidents but if these are very serious, they will pass your case to our Tenancy Enforcement Unit, who specialise in dealing with higher-level anti-social behaviour.

If you want further action to be taken, we will work with you and keep you fully informed about anything we decide to do. This may include:

- * *giving you emergency phone numbers*
- * *photographing evidence*
- * *arranging to have rubbish and graffiti removed as soon as possible after your interview*
- * *arranging repairs if needed*
- * *arranging emergency security measures if needed, as soon as possible*
- * *re-housing you if needed*
- * *involving and referring you to other agencies (with your consent)*
- * *giving you an incident diary to record further incidents.*

How we will investigate your complaint

When investigating your complaint we will interview alleged wrongdoers and witnesses as soon as possible. If it is appropriate, we may monitor the situation using CCTV cameras. We may also take other actions that other agencies such as the police or victim-support groups have identified as appropriate or necessary.

Taking action against wrongdoers

This will depend on the circumstances of your case and your wishes, but can include:

- * *written or verbal warnings*
- * *possession action (action to take back the wrongdoer's home)*
- * *action to demote tenancies to less secure tenancies*
- * *injunctions*
- * *Anti-Social Behaviour Orders.*

With your permission, we may also pass information to the police, who may investigate and take action against wrongdoers.

