



LHA, 24 De Montfort Street  
Leicester LE1 7GB  
[www.lha.org.uk](http://www.lha.org.uk)



Examples of harassment may include:

- Verbal abuse
- Threatening or abusive behaviour
- Graffiti
- Damage to property
- Physical assault
- Arson or attempted arson

### WHAT CAN I DO TO STOP THE HARASSMENT?

Initially, you can try asking the person responsible to stop.

If this doesn't work or the harassment is too serious, you should report the problem to any member of LHA staff who will take your concerns seriously and treat information in confidence.

How we can help depends on each case but our support can include:

- Fully investigating your complaints
- Completing repairs and improving security in your home
- Help in finding temporary or permanent alternative housing
- Contacting other agencies that provide help
- Taking legal action against those responsible
- Help in getting specialised legal advice
- Regular contact to monitor any further problems.

You should also consider reporting the incident(s) to the police. We're committed to supporting victims to do this.

### WHAT IF I DON'T SPEAK ENGLISH WELL OR AT ALL?

If you need an interpreter, one will be arranged by LHA at our expense.

### WHAT IF THE ABUSE GETS WORSE FOLLOWING MY COMPLAINT?

We will not tolerate any act of retaliation against any person who complains, investigates a complaint, or assists with an investigation of harassment.



HARASSMENT

## Customer information

# HARASSMENT

We will not tolerate any form of harassment to or by our tenants.

We're committed to dealing with all allegations of harassment as quickly and effectively as possible.

### WHAT IS HARASSMENT?

Harassment is unacceptable behaviour, which may range from verbal abuse and graffiti to physical attack and arson, committed by people who want a particular family or person to suffer.

It may be suffered by individuals or groups because of their colour, race, nationality, ethnic or national origins, sex, sexual orientation, disability, illness, physical appearance, or because they have been deliberately singled out for some other reason.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.

