

Harassment Policy

Capture is committed to taking action against harassment.

Harassment is deliberate interference with the comfort and safety of any person on grounds of race, colour, religion, sex, sexual preference, disability or age. It includes incidents of verbal abuse, 'hate mail', threats and acts of violence, as well as damage to property and graffiti.



EXAMPLES OF HARASSMENT INCLUDE:

- Using, or threatening to use, violence.
- Using an animal to threaten another person.
- Using abusive, racist or insulting words or behaviour.
- Damaging, or threatening to damage, another person's home or possessions.
- Writing threatening, abusive or insulting graffiti.
- Doing anything that interferes with the peace, comfort or convenience of other people.
- Using, or threatening to use, violence against any employee, agent, or contractor of Capture Housing.

If you know of or have seen harassment taking place around our properties, you should tell us about it (phone 01983 215009). You should also tell the police.

We will:

- Investigate all incidents reported to us in a timely manner.
- Work jointly with the police, as harassment is a crime.
- Provide advice and support to you.
- Treat any repairs required as a result of the incident as an emergency.
- Seek remedies and take legal action through injunctions and criminal prosecution of perpetrators.
- Where the perpetrator is a Capture tenant, take action for breach of tenancy and seek eviction.
- With your permission, inform and work with the local authority to tackle harassment.

Any information you give us will be treated in strict confidence.

Following a report of harassment, we will arrange to visit you urgently to assess the situation and plan the action we need to take to advise and support you. If we subsequently decide to take legal action against known perpetrators, we need evidence from you. Therefore, you need to keep a diary of the date and time of any incidents.

We will consider all requests for rehousing that arise from serious harassment, and will also seek to deal with the cause, rather than see it repeated.