

What will happen to the perpetrator?

We will take action against the person harassing you. Depending on the evidence and severity of the harassment, we can:

- Interview or write to the perpetrator instructing that they stop
- Take out an injunction to stop the perpetrator from coming near your home
- If the perpetrator is one of our tenants, we may be able to take them to court and apply for them to be evicted

We will only contact the perpetrator if this is what you want.

What else is MossCare doing?

With the support of staff and police, MossCare has now been set up as a third party reporting centre where tenants and residents can report a hate crime.

A hate crime is described as an offence committed against a person or property that is motivated by the offender's hatred against people because of their age, gender, race, religion, disability or sexual orientation... to name a few. Witnesses and victims should be encouraged to report hate crimes to prevent it happening to others.

Useful Contacts

Victim Support Line
Greater Manchester Police
In an emergency dial 999

0845 3030 900
0161 872 5050

Manchester Council for
Community Relations

0161 227 8708



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલિફોન કરો અથવા આ સરનામે લખો "The MossCare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:
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Registered Charitable Housing Association No. 18877R.
Registered with the Tenant Services Authority.



A guide to how we deal with racial harassment



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Racial harassment

The definition of a racial incident is defined as:

'Any incident which is perceived to be racist by the victim or any other person'

What is Mosscares stand on racial harassment?

We take a strong stand against racial harassment and this is illustrated under term 3.5 of the Tenancy Agreement. We are able to take legal action against any tenant, members of their household or invited visitors who commit any harassment or threat of harassment.

Harassment may include but is not limited to:

- Physical assault
- Damage to property
- Racist graffiti
- Arson
- Verbal abuse
- Derogatory language or comments



Racial harassment is different from ordinary neighbour disputes in that the incidents are:

- Racially motivated
- Potentially pre-meditated
- Potentially carried out by people who are not their immediate neighbours
- Likely to recur over a period of time

What is your role?

It is vital that you inform us immediately if you experience racism, as there is a range of measures that can be used by the Mosscares and other agencies to deal with the harassment. To ensure that the problem is dealt with effectively, it is important that you:

- Tell us as much as possible about the incident or incidents
- Consider all the help that is on offer and let us know what you have decided is best for you and your family
- Keep a record of all incidents
- We may require you to make a statement

We are unable to take action if we are not aware of the problem – so please do not suffer in silence. If you prefer, a friend or relative can contact us on your behalf.

What will we do when we receive a racial harassment complaint?

- Your allocated Neighbourhood and Community Liaison Officer will either visit or telephone you within 24 hours of you reporting the harassment
- Emergency repairs or graffiti removal will be arranged within 1 working day
- If you consent, we will contact the police and work with them
- We will arrange alternative accommodation if you are in danger
- We will visit you regularly and keep you informed
- Re-housing will be arranged if this is the best solution for you

Will I get extra support?

We will do our best to put you in contact with other agencies that can help you in various ways. If you agree, we can:

- Give you emergency numbers to call if you need help outside office hours
- Involve the Local Authority. They can help with problems like noise and rubbish being dumped
- Contact the local police and victim support units
- Put you in contact with local support/community groups who may be able to offer extra help and advice
- Involve resident staff, such as sheltered scheme wardens in providing support outside office hours

