

Racial Harrassment

Version 1, June 2006



watmos
COMMUNITY HOMES

WATMOS Community Homes (WATMOS), through the Tenant Management Organisations (TMOs), is committed to achieving a safe and secure community where people want to live. We believe that all our residents regardless of race, colour, nationality or ethnic origin, have the right to feel safe at home and in public places.

WATMOS will take action against people who racially harass our tenants and residents.

What is racial harassment?

Racial Harassment can take many forms including

- Physical assault (unprovoked assault including actual bodily harm and grievous bodily harm).
- Damage to property (including broken windows, doors, fences and vandalised cars or other property).
- Racist graffiti (including writing slogans/graffiti of a racial nature within or near the victim's home).
- Arson (arson or attempted arson, for example, when rags, paper, rubbish or any other material has been set alight and pushed into a victim's home).
- Verbal racial abuse.
- Threatening or abusive racist behaviour, letters or telephone calls and the dumping of excreta or rubbish etc. in the victim's home.
- Launching missiles towards a person or a property.
- Repeated door knocking.
- Car tampering.
- Inciting others to be involved in any of the above.



What is a Racist Incident?

A racist incident is any incident which is perceived to be racist by the victim, or any other person. An example is where an individual, group or their property is attacked, because of their race, colour, culture, ethnic origin or relationship with a person of a different ethnicity.

How to report an incident of Racial Harassment

You can write, fax, e-mail, telephone or visit your TMO Office. Details of how to contact them are at the end of this leaflet.

How your TMO will deal with incidents of Racial Harassment

Wherever possible

- The victim will be interviewed within 24 hours of reporting racial harassment.
- Alleged perpetrators will be interviewed within 3 working days of a report of racial harassment.
- The removal of racist graffiti and emergency repairs will be undertaken within 24 hours of being reported.
- The victim will receive contact and an update from the Case Worker at least once a week.
- The line manager will review the case with the Case Worker at least once a week.
- If a decision is taken to close a case, the victim will be advised in writing of this and the reasons for it within 3 working days.



Your TMO will

- Make a written record of any allegations you make.
- Give you a copy of our policies and procedures.
- Agree a plan with you to try to resolve the problem.
- Deal with your complaint in confidence.
- Appoint a named worker to deal with your case.

In return, we ask that you

- Report all serious incidents, including reporting all threats of violence to the police as well as your TMO.
- Keep a diary of incidents if we need you to collect evidence.

Your TMO may involve other Agencies to help resolve problems, for example the Police, with whom WATMOS may share relevant and appropriate information.

Further Action

For your TMO and WATMOS to be able to take legal action, we will need evidence to be gathered and recorded by you and the TMO. If we cannot get enough evidence, we may not be able to use the law to resolve the problem, for example by taking the case to Court.

If a case goes to Court, you may be needed to give evidence. Your TMO will give you support if this happens.



Examples of legal action which may be considered

- Application for an Anti Social Behaviour Order.
- Injunctions with or without the power of arrest.
- Possession (eviction) Proceedings.

Customer Satisfaction

During and after the process, your TMO will ask you how you felt your problem was dealt with. We will welcome your views and use them to improve and develop our services.

Reporting to Tenants

WATMOS will report to our tenants on how well we and the TMO's deal with reported cases of racial harassment, and on successful Court cases in our Annual Report.

Complaints about the Service

Your TMO has a complaints procedure for you to use if you are unhappy about the way they have dealt with your problem. Leaflets on how to compliment, comment and complain are available from your TMO office. Or ask to speak to a member of staff.

A full copy of our Racial Harassment Policies and Procedures are available at your TMO office.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

📠 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

📠 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

📠 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

📠 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

📠 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

📠 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

📠 01922 682539

✉ twincrescents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

📠 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk



This leaflet is about **Racial Harassment**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following:
Large print, Braille, audio tape or other languages.



Punjabi

ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ। ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ। ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ। ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ। ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ। ਮੇਰੇ ਮਾਪਿਆਂ ਨੂੰ ਹੋਰ ਵੀ ਸਮਝਾ ਦੇ।

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Hindi

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Urdu

میرے ماپیاں کو ہور وی سمجھا دے۔ میرے ماپیاں کو ہور وی سمجھا دے۔ میرے ماپیاں کو ہور وی سمجھا دے۔ میرے ماپیاں کو ہور وی سمجھا دے۔ میرے ماپیاں کو ہور وی سمجھا دے۔ میرے ماپیاں کو ہور وی سمجھا دے۔

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Gujarati

મેરે માપિયાં નું હોર વી સમજા દે। મેરે માપિયાં નું હોર વી સમજા દે। મેરે માપિયાં નું હોર વી સમજા દે। મેરે માપિયાં નું હોર વી સમજા દે। મેરે માપિયાં નું હોર વી સમજા દે। મેરે માપિયાં નું હોર વી સમજા દે।

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Bengali

মেরে মাপিয়ান্নু হোর বি সমজা দে। মেরে মাপিয়ান্নু হোর বি সমজা দে। মেরে মাপিয়ান্নু হোর বি সমজা দে। মেরে মাপিয়ান্নু হোর বি সমজা দে। মেরে মাপিয়ান্নু হোর বি সমজা দে। মেরে মাপিয়ান্নু হোর বি সমজা দে।

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মেরে মাপিয়ান্নু হোর বি সমজা দে।

Arabic

هذه التمرود حول المضايقات العنصرية. ان كنت بحاجة للمساعدة في قراءة وفهم محتويات هذه التمرود، فترجاء الاتصال بمركز TMO الذي يمتطعة ارقامه اي من الامور التالية:

للتحدث بعمق وكثيراً
للتحدث بلغه ترين ثقافتك العنصر
للتحدث عن كمر بعض تني بلغة التي تختارها
لترانها لك من قبل شخص بلغة التي تترفضها

Somali

Macluumaad Sidaahan waxuu ku saabsan yahay Jineji Faquuqidda. Haddii aad u baahan tahay caawin akhriska ama lahamka waxa uu ka kooban yahay macluumaad sidahaan. I adlan la xiriir Maamulahaaga TMO kaasoo kuu diyaarahaaya mid kasta oo arrimaha hoose ah

In iyadoo laar waawayn ah la helo
In iyadoo farta Indhoocayaasha ah la helo
In iyadoo caalad dhagaysi luqadada aad doonaysa ah la helo
In lagu helo qol kuugu akhrya luqadada aad doorkido