

Generic Harassment Service Promises

Developed and agreed in partnership with customers

We are committed to tackling all forms of harassment. Anyone found committing any form of harassment is in breach of their tenancy conditions and we will take action against their tenancy.

We recognise that harassment is a serious problem and we will investigate it thoroughly and do all we can to stop it.

Generic Harassment not only includes physical attacks on persons and damage to property, but also verbal abuse and other behaviour, which deprives people of the peaceful enjoyment of their homes.

Should you be subjected to any form of harassment please contact your nearest Neighbourhood Housing Office to report the incident.

What we can do to help:

- Treat any complaint of generic harassment as a serious complaint, and a Patch Manager or ASB Reduction Officer will speak to you on the same working day
- Remove any offensive graffiti within 1 working day of notification
- Repair any damage caused to your property as a priority
- Together with Stockton Police we will provide advice on additional security to your home where there is a risk of further harassment
- Provide panic alarms
- Take action against those who are committing harassment. This could include:
 - Injunction proceedings
 - Possession proceedings
 - Criminal action in partnership with Police
 - Anti Social Behaviour Order (ASBO)

We will liaise with all appropriate partners to ensure that those experiencing generic harassment receive the appropriate support; and those causing generic harassment are dealt with quickly and effectively.

These service promises can be produced in key community languages, large print, Braille, or on audio tape.

Please contact the Customer Services Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.