



**Do you feel
harassed or
discriminated
against?
We're here
to help**

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋਤਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejs z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.



When it comes to harassment, discrimination and all other forms of bullying, our approach is simple – we absolutely will not tolerate it.

This booklet explains how to go about reporting any abuse you've experienced, but if there's something we've not covered call us on Freephone 0800 479 7979.

Need to contact us?

- ›› Call us 24/7 on **Freephone 0800 479 7979**
- ›› Visit your local housing office
- ›› Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD
- ›› You can also visit us online **www.gha.org.uk** or send an email to **talk@gha.org.uk**

What are hate crimes and discriminatory harassment?

This is when you believe you are being harassed or experiencing antisocial behaviour because of your ethnic origin, race or sexual orientation. You may feel you are being picked on because you have a disability or a mental health issue.

We do not tolerate this kind of behaviour and we are committed to ensuring that anyone living in our houses can enjoy a quiet and peaceful life. We will act on all complaints of harassment and treat them as top priority.

Our approach

We encourage you to report discriminatory harassment and other antisocial behaviour. If you are a GHA tenant, or are living temporarily in one of our properties (such as homeless or asylum seekers), you can contact us and get help.

Our Neighbour Relations Team (NRT)

The NRT works closely with a number of organisations to try and address all forms of antisocial behaviour. The NRT can take a wide range of actions, including legal, against perpetrators. We can also provide support when our offices are closed and security measures where problems are severe. It can take time to resolve these cases, but we will support you and keep you informed of progress until the problem is solved.

Making a complaint

You can make a complaint to GHA or to your Local Housing Organisation (LHO). You can telephone us, write to us or visit an LHO office to tell our staff you are experiencing discriminatory harassment.

If you need help to communicate your complaint, staff can help you with interpreting or understanding the process. If you are more comfortable making a complaint through another support organisation we will accept third party reports. By signing a representation mandate you can ask someone from that organisation to make a complaint on your behalf.

Our staff will ask you for information about the incident(s) and pass this on to the NRT. All complaints are taken seriously and treated with complete confidentiality.

What can you do?

It is very helpful if you can provide as much information as possible at this stage. It may help to keep a diary of any incidents with:

- »» Details of what happened
- »» Dates
- »» Times
- »» Any witnesses
- »» How it affected you.

Would you like more information?

Freephone: 0800 479 7979

Email: talk@gha.org.uk

Visit: www.gha.org.uk

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