

GUIDE TO HATE CRIME





Aire Valley Homes Leeds takes incidents of hate crime seriously and looks to support victims through these service standards.

Perpetrators of hate crimes who are Aire Valley Homes Tenants will be managed under the Tenancy Agreement. Actions can result in perpetrators losing their home.

A hate crime incident is one that you believe is motivated by hate. That means wholly or partly motivated by prejudice on the grounds of:

- Race
- Colour
- Gender
- National or ethnic origin
- Religious belief
- Sexual orientation
- Disability

You do not have to be from a minority community to be a victim of hate crime. Hate Crime hurts; it can be confusing and frightening. By reporting it you may be able to prevent these crimes happening to someone else. Hate crimes violate your personal and civil rights. It is important that these crimes are reported. Only if a hate crime is reported can the agencies involved act to deal with it.

If you have been a victim of hate crime or have witnessed a hate crime you can report it at one of our offices.

A PERSON WHO HARASSES SOMEONE ELSE IS AT RISK OF LOSING THEIR HOME. IF YOU WITNESS IT OR EXPERIENCE IT, REPORT IT!

Agencies Offering Support include:

Leeds City Council

Yorkshire Mesmac, Sexual Health Project

Stop Hate UK

West Yorkshire Police



We Will:

- Act upon Hate Crime incidents reported within the same day
- Pass on information, with the customer's permission, to the Police, Anti Social Behaviour Unit and other relevant parties once a Hate Crime has been reported, within 2 days.
- Follow up the report within the first 5 working days of a Hate Crime Incident being reported
- Provide interpreting and translation facilities as required
- Arrange for the removal of Hate Crime graffiti within 24 hours
- Enforce the tenancy agreement where the alleged perpetrator is an ALMO tenant
- Advise other landlords, where possible and with the customer's permission, of the incident, where the alleged perpetrator is their tenant.

- Hold meetings with the Police and other Agencies to combat Hate Crime on a quarterly basis
- Monitor and review recording of Hate Crime Incidents on a quarterly basis
- Monitor and review Customer Satisfaction with the response to Hate Crime incidents on a quarterly basis and use this information to inform future policy development
- Publicise information on Hate Crime to our customers and staff on a quarterly basis
- Report Hate Crime Incidents to our ALMO Board of Directors on a quarterly basis

All Aire Valley Homes Leeds housing offices are Hate Incident Reporting Centres with staff that are trained and can assist to help you report hate crimes and get support.

You can also report hate incidents directly to Aire Valley Homes Equality Officer on **0113 2141942** or to the Police or Stop Hate UK who offer 24 hour reporting on **0800 138 1625**



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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Aire Valley Homes Leeds Head Office:

Navigation House
8 George Mann Road
Leeds
LS10 1DJ

email:
avhleeds.enquiries@avhleeds.org.uk

website:
www.avhleeds.org.uk



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