

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሉን እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGLI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘م کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هاندئ زانیاری تر وهرگیزیسه‌وسه‌سز زمانه‌کاتی تریش. تکلیه‌بؤ ده‌سته‌به‌مکرندی زانیاری زورت، په‌یوه‌ندیمان په‌یوه‌بکه‌ن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ብሔራታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ብሔራታ ንምርካብ ድማ ብኻብራሪትኩም ኤተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



staffordshire HOUSING ASSOCIATION

Racial harassment



All residents have the right not to be harassed because of their race or ethnicity.

If you make a report about staff, residents, contractors or agents of the association committing racial harassment we will carry out a full investigation and take whatever action is needed.

Definition of racial harassment.

Racial harassment is any behaviour that interferes with the peace, comfort or safety of people in their home and/or neighbourhood, which is perceived to be racist by the victim or any other person.

This could include verbal abuse, hostile comments, physical violence or other abuse intended to intimidate, offend or harm a person or people because of their colour, race, religion, nationality or ethnic origin.

Reporting racial harassment.

You can report racial harassment by any of our usual contact methods. Trained staff will deal with your report and carry out detailed interviews.

We will of course respect your right to confidentiality and we will only take action that we have agreed with you.

Action we will take.

We make a clear statement in our tenancy agreements that racial harassment is a breach of tenancy conditions and residents may be taken to court if they conduct anti-social behaviour of this kind.

We will deal with offences promptly, firmly and sensitively.

We will discuss any course of action with you before we take it, and we will keep you informed of the progress of a case or investigation.

Working with others.

We are a member of Challenge North Staffs (CNS), a multi-agency network which includes the police, NHS, local authorities and other housing providers.

CNS coordinates information to help partners provide an effective response to incidents of racial harassment.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent
ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.