



## Housing Options Service

### Harassment

Harassment is defined as any behaviour that is seen as offensive or which is intended to disturb or upset you.

If you are experiencing harassment it is important to take the appropriate steps before considering leaving your current home.

- Make sure to report any incidents to the Police.
- Also report incidents to your Landlord.
- If your Landlord is a Local Authority or a Housing Association they usually have policies to deal with Anti Social Behaviour and Harassment.

#### Harassment from your Landlord

- Withholding keys
- Withdrawal of services, such as electricity
- Failure to carry out repairs
- Threats or physical violence from the landlord or someone acting on their behalf
- Unannounced visits to the property
- Letting themselves into the property without consent.
- Illegal eviction

The Environmental Health Department will be able to offer you help in any of the above circumstances.

The Protection from Eviction Act 1977 makes it an offence to:

- Interfere with the peace and comfort of a tenant or anyone living with him or her
- Persistently withdraw or withhold services for which the tenant has a reasonable need to live in the premises as a home.
- A person who is convicted by magistrates of an offence under the Act may have to pay a fine of up to £5000, or be sent to prison for 6 months, or both.

**If the Environmental Health Department confirm that you are unable to return to the property the Housing Options Service may be able to offer you temporary accommodation, depending on your individual circumstances.**

If you are experiencing harassment from an ex partner it is important to the report it to the Police. (See leaflet on Domestic Abuse for further advice.)

If you are experiencing racial harassment you should report this to the Police - If the Police can confirm that it is unsafe for you to remain at your current home then we may be able to offer you temporary accommodation.

If the Housing Options Service does not have a duty to provide accommodation for you we will give you advice on how to secure alternative, affordable accommodation and signpost any other agencies that may be able to help you.

**Shelter Cymru**

 **01792 469400**

 [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

**Citizens Advice**

 **08444 772020**

 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Environmental Health**

 **01639 685678**

 [www.npt.gov.uk](http://www.npt.gov.uk)

**South Wales Police**

 **101** (For non emergency calls)

 **01792 456999**