

Housing Management Services

Feel Good About
Coming Home

Hate Crime

Don't suffer in silence

we deliver

family
mosaic

What is Hate Crime

Hate crime is any incident which you or any other person thinks is motivated by prejudice or hate. It is the targeting of individuals, groups and communities because of who they are. It targets people because of elements which go to the core of their identities.

Incidents of hate crime can relate to:

- Age
- Disability
- Gender
- Race or ethnicity
- Religion or belief
- Sexual orientation

Hate crime can take many forms including:

- Physical violence
- Threats of violence
- Offensive graffiti or other written material
- Abusive or insulting words or behaviour

Family Mosaic believes everyone has the right to be safe from abuse and fear. If you are a victim of Hate crime, do not suffer in silence, please report any incidents so that we can take action.

Who can I contact in an emergency?

It is important that you let people know if you are concerned for your safety

- You should phone the police in an emergency, especially if you have been assaulted or threatened with violence
- You can also contact Family Mosaic during office hours
- If you have an emergency repair you can contact the Family Mosaic Emergency Repair Service
- There may be other local support groups you can contact in an emergency

- Your family, friends and neighbours may be able to help and advise you in emergency situations.

What to do if you are a victim of Hate crime

- Tell us as much as possible about what has been happening by contacting our Customer Care Line on 0300 123 3456
- Think about the help on offer and then tell us what you have decided will be best for you and your family
- Tell us about any further incidents and keep a record of them. We can supply diary sheets to help you do this
- Keep us updated of any further incidents
- Provide us with a written statement or be willing to go to court if you want us to take legal action.

What will Family Mosaic do?

We treat all reports seriously, sympathetically and in confidence.

- We will listen to what you would like us to do
- We will visit you at home at a time that suits you or you can come to our office and we will make sure that you are seen in private
- We aim to see you within 24 working hours
- We will explain how we can help you and take details of what has happened
- We will discuss taking action against the people who are harassing you
- In all cases we will investigate what has happened and decide with you what action to take
- Refer to you other support agencies as appropriate

- We will keep you informed at all stages of our investigation about what we are doing and any decisions that have been made

Emergency repairs

- You may need emergency repairs carried out because damage has occurred due to violence. This includes, boarding up windows, removing offensive graffiti and securing broken doors. Emergency repairs will be completed within 24 hours of being reported.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Our Offices

1

Head Office

Albion House,
20 Queen Elizabeth
Street,
London, SE1 2RJ

2

Essex North

Rowan House,
33 Sheepen Road,
Colchester, Essex, CO3
3WG.

3

Essex South

Pembroke House,
Northlands Pavement,
Pitsea,
Essex, SS13 3DU.

4

Muswell Hill

77 Muswell Hill,
London,
N10 3PJ.

5

Arcola Street

9 - 13 Arcola Street,
London, E8 2DJ.

We have nearly 20,000 homes
across London and Essex.



Number of homes



H: Hackney

I: Islington

H&F: Hammersmith & Fulham

K&C: Kensington & Chelsea

W: Westminster



Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about Hate crime don't suffer in silence. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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including recycled

Albion House
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London SE1 2RJ

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