



We believe that everyone has the right to live peacefully in their home and community without fear of discrimination or harassment. We will not tolerate homophobic or transphobic behaviour and we are committed to tackling discrimination and promoting equality and diversity.

Homophobia is prejudice or discrimination against lesbians, gay men and bisexual people. Transphobia is prejudice or discrimination against people who are transgender, transvestite, or transsexual. Homophobic or transphobic incidents are any incidents that appear to be related to an individual's actual or perceived sexuality or sexual status. The incident may be perceived as homophobic or transphobic by the victim or any other person.

Homophobic and transphobic behaviour includes, but is not limited to:

- Violence or threats of violence towards any person
- Abusive or insulting words or behaviour
- Damage or threats of damage to property belonging to another person including damage to any part of a person's home
- Circulating homophobic materials such as leaflets/letters
- Writing threatening, abusive or insulting graffiti
- Any act or omission calculated to interfere with the peace or comfort of any person or to inconvenience such person.

How can I report a homophobic or transphobic incident?

You can report a homophobic or transphobic incident at any of our offices by:

- Emailing info@muir.org.uk
- Telephoning the Area Offices
- Writing or sending a fax to the Area Offices
- In person at our Area Offices
- Via estate meetings or Director's Focus Group meetings
- Reporting details to any member of Muir Group staff whilst they are "on site"

Remember, if you feel that your own safety or that of your family or your property is being threatened, please phone the police on 999.

What can Muir do to help?

We will arrange to visit you at home within 24 hours of your complaint. At the visit we will:

- Take full details of the incident.
- Discuss its implications for you such as whether you can continue living safely at the property.
- Consider whether emergency transfer to another Association property is a suitable option. Where this is the case, we will try to match the property we offer with your household's needs and your choice of location.
- Consider other options if you do not want or need to move, such as regular support from staff.
- Consider what action we are able to take against the perpetrators if you are able to identify them – for example if they are also our tenants we may be able to take legal action for breach of tenancy agreement.

We will never take action against the perpetrator or inform the police of the incident unless you have given us your clear permission to do so.

If damage to the property has occurred we will arrange a maintenance inspection within 24 hours of the complaint, and ensure that any repairs necessary are carried out urgently.

We will provide ongoing support

If you would like us to, we will provide you with as much continued support from our staff as possible, for as long as you feel it is necessary. Where court action is being taken, we will accompany you, and keep you fully informed of what is going on at all stages. Where appropriate we will also refer you to any specialist support groups that may exist within your community to deal with the sort of incidents that you have experienced.

Helpful Numbers:

National Lesbian and Gay Switchboard: 020 78377324

LAGER (Lesbian and Gay Employment Rights:

Men: 020 77046066

Women: 020 77048066

www.tuc.org.uk/tuc/rights_gay.cfm

Body Positive (HIV/AIDS Helpline): 01253 292803

Victim Support Helpline: 0845 3030900

Crimestoppers: 0800 555111



Language Line
services

Do you need help to read this? Please contact us

tel: 01928 728000

Urdu

اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ براہ مہربانی ہم سے رابطہ کریں۔

Bengali

ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

Punjabi

ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Arabic

هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Cantonese

你是否在閱讀本資料文件方面需要尋求協助呢？請跟我們聯絡。

Gujarati

શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો.

This document is available in large print, Braille and audio cassette.

Muir Group Housing Association Limited

Registered and Head Office

Old Government House, Dee Hills Park, Chester, Cheshire CH3 5AR

Telephone: 01244 313613 Facsimile: 01244 404030

Email: info@muir.org.uk

www.muir.org.uk

Area Offices

Blackpool

3 Chatburn Close, Blackpool, Lancashire FY3 7FD

Telephone: 01253 390449 Facsimile: 01244 404020

Burnley

Second Floor, Lodge House, Lodge Square, Cow Lane, Burnley, Lancashire BB11 1NW

Telephone: 01282 446500 Facsimile: 01244 404021

Glebe Green

28 Vauxhall Way, Glebe Green, Winsford CW7 1NG

Telephone: 01606 554026 Facsimile: 01244 404023

Helsby

Oakmere House, Mere's Edge, Chester Road, Helsby, Cheshire WA6 0DJ

Telephone: 01928 728000 Facsimile: 01244 404026

Hereford

PO Box 258, Hereford HR2 9ZA

Telephone: 01981 251351 Facsimile: 01244 404024

Huntingdon

Stable Court, Ferrars Road, Huntingdon, Cambridgeshire PE29 3DH

Telephone: 01480 453234 Facsimile: 01244 404025