

How to contact us

By phone

- Head Office 01909 534484
- Area Office West 01909 533426
- Area Office East 01777 713202

There are a number of ways you can contact us

On-line

Visit our website at www.a1housing.co.uk

You can also email us at customer.services@a1housing.co.uk

By visiting us

Head Office Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

Area Office East 17B The Square, Retford, Notts DN22 6DB

Area Office West Queen's Buildings, Potter Street, Worksop, Notts S80 2AH

All of our offices are open Monday to Friday between 8.40am and 5pm

By writing to us

A1 Housing Bassetlaw Limited

Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

SMS text message

07779 533533



Developed in partnership with tenants

Working in Partnership with
Bassetlaw District Council



Domestic Violence



If you need any help communicating with us or understanding any of our documents, please contact us on 01909 534520.

Mandarin

如果您在与我们沟通或理解我们的任何文件时需要帮助，我们可安排“语言热线”（Language Line 公司）的口译人员或笔译人员来帮助您。请拨打这个电话 - 01909 534520 与我们联系，说明您使用的语言和电话号码。

Urdu

اگر آپ کو کسی زبان سے بات کرنے میں یا ہماری فراہم کردہ کسی دستاویز کو سمجھنے میں مدد کی ضرورت ہے تو ہم آپ کی مدد کے لئے لنگویج لائن کے ایک افسر (مترجم) کو رابطہ کرنے والے کا انتظام کر سکتے ہیں۔
ہم آپ کو کسی زبان اور اپنی زبان میں بات کرنے میں مدد کر سکتے ہیں۔
01909 534520

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਜਾਂ ਸਾਡੇ ਕਿਸੇ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੇ ਲਈ ਅਸੀਂ ਇੱਕ ਬੋਲ-ਬੋਲ ਲਾਈਨ ਇੰਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਰੀਏ) ਜਾਂ ਟ੍ਰਾਂਸਲੇਟਰ (ਅਨੁਵਾਦਕ) ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।
ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ - 01909 534520 - ਉੱਪਰ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਅਪਣੀ ਭਾਸ਼ਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਦੱਸੋ।

Polish

Jeśli potrzebujesz pomocy w komunikowaniu się z nami lub w zrozumieniu naszych dokumentów, możemy do pomocy udostępnić tłumacza Language Line.
Proszę się z nami skontaktować pod numerem telefonu - 01909 534520 podając język rozmowy i numer telefonu.

We can arrange for a copy of this document in large print, audiotape, Braille or for a Language Line interpreter or translator to help you.

Our contact details:

- 📞 01909 534520
- ✉ SMS Text phone 07779 533533
- ✉ e-mail: customer.services@a1housing.co.uk

Domestic Violence

This leaflet explains what we can do to help if you are experiencing domestic violence. A1 Housing aim to provide a sensitive, caring service to anyone who asks for help.

What is domestic violence?

Domestic violence is a very serious issue, which can affect anyone, anywhere, in any set of circumstances.

Most domestic violence is directed by men against women, but it can occur in other types of relationships, and is also carried out by women against men.

Domestic violence is about control and the misuse of power, within an intimate relationship.

Domestic violence can include:

- Physical attacks
- Sexual abuse
- Emotional abuse
- Social isolation
- Financial Control
- Threats
- Harassment
- Verbal Abuse

How to contact us:

Call our specially trained staff on confidential helplines:

Retford (01777) 713205
Worksop (01909) 533387
or ask at any A1 Housing Office.

What help can we give?

If you have a housing related problem caused by domestic violence this is the service that we provide:

- We offer confidential telephone helplines where you can talk to a specially trained domestic violence officer
- We provide initial advice over the phone and can also arrange to meet you in private and at a place you choose
- If an interpreter is required we will arrange this through Language Line, establishing first, if possible, that you would be happy with this
- We will not ask you to prove that you have experienced violence
- We will listen to you and give you time to explain the situation
- We will not contact the person responsible for the violence unless requested to do so by you. As an alternative, in exceptional circumstances at some point in the future it may be necessary to contact the perpetrator about resolving a tenancy matter, but only after any issues about safety have been considered.

- We will not insist that you take legal action against the violent person but offer advice should you wish to pursue this. If the person causing the problem is not a tenant of A1 housing, the action we can take is limited to general advice and support
- We will treat all information you give us in confidence and we will only pass on information to other agencies if you give your permission, unless we are required to do so by law, or the information is necessary for the protection of children
- If you do not want to take immediate action but in the future you experience more problems, you can come back to us for help

What procedures do we follow?

There are various types of practical support that A1 Housing can offer to someone reporting domestic violence, these include:

- Helping you to stay in your own home
- Finding emergency accommodation via Bassetlaw District Council Homeless Team
- Advising on housing options
- Contacting other agencies

Helping you to stay in your own home

Some victims of domestic violence do not wish to leave their home and will be seeking advice and assistance to help them remain there in safety.

If you are an A1 tenant then we can provide you with a free panic alarm linked up to our 24 hr. lifeline service. These enable those at risk of violence immediate access to our Warden Service who can alert the emergency services in the event of a domestic violence incident.

It is a condition of all A1 Housing's tenancies that the tenant must not cause or threaten violence to anyone else living in the home. If it is proven that the tenant has caused domestic violence then A1 Housing can ask them to leave, and with the victim's evidence we can apply to the Court for their eviction from the property.

We can also help in providing referrals for legal advice if you want to pursue legal measures such as a non-molestation order or an injunction.

Finding emergency accommodation

If you need to leave your home in an emergency then A1 Housing will work in partnership with Bassetlaw District Council's Homeless Unit to find emergency accommodation for people who are experiencing domestic violence and are fearful of further violence. This may be in a refuge or a hostel. Emergency accommodation can be arranged outside of the area where this is necessary.

When emergency accommodation is needed after 5.00pm you should call the Out of Hours Emergency Service, Tel: 01909 501999.

A1 Housing can also help to sort out your rent payments. If you are in receipt of housing benefit and need to leave your home temporarily then we can liaise with Bassetlaw District Council's Housing Benefit section to ensure double payments to cover your emergency accommodation and your home rent payments. This could apply when a woman is forced to leave home and live in temporary accommodation and is therefore liable to pay 2 rents.

Advising on housing options

It may be that you just need some advice on your own housing options in order to weigh up what would be best for you in your situation.

A1 Housing's domestic violence officers can give you current advice on waiting times and availability of A1 properties and what you would be eligible for in your circumstances.

We can also help with referrals to other landlords in the area for alternative accommodation.

Contacting other agencies

A1 Housing wants to ensure that you get the best support to help you deal with domestic violence, listed below are other agencies within Bassetlaw that can help.

We can arrange for these agencies to be contacted on your behalf, and our domestic violence officers can explain your situation to them and ask for their help.

There is a Women's Aid refuge based within Bassetlaw, which offers safe accommodation and provides a Women's Resource Centre providing women and children's outreach services, awareness raising sessions and advice to agencies.

Other voluntary and statutory agencies offer specialist support services that are freely available to people experiencing domestic violence. A1 Housing can help you in accessing these services.

Other useful contacts

Emergency Services (Fire, Police, Ambulance)	999
Social Services: Adults: Children: Out of Hours Duty Team:	(01909) 535602 (01777) 716161 (0115) 8447333

Nottinghamshire Domestic Violence Forum offer a 24 hour freephone to their domestic violence helpline. They can offer support, access to emergency accommodation/refuge and other support services, give information and advice on matters such as housing, solicitors, finance etc or just provide someone to talk to.	0808 800 0340
This service also subscribes to Language Line and are available via a text phone for people who are deaf or hard of hearing.	0808 800 0341
Bassetlaw Womens Aid – (refuge, drop in and outreach services)	(01909) 533610
Bassetlaw Victim Support	(01909) 500455
Bassetlaw District Council – Homelessness Team	(01909) 533111
Male Advice and Enquiry Line	0845 064 6800
Women's Counselling Service	(0115) 947 0230

Children and Young People Childline – National Freephone Helpline	0800 1111
NSPCC - National Freephone Helpline, Confidential service for anyone concerned about children at risk or for children themselves	0800 800 500
Careline – A national confidential counselling line for children, young people and adults	0208 5141177

Notes

Useful Web Sites

www.womensaid.org.uk

Women's Aid Federation England - for information about services available, your legal rights, campaigns etc

www.lgbt-dv.org

A web site developed for survivors of same sex abuse.

www.victimsupport.org

Contains information and the contact details of every scheme in England and Wales

www.ndvf.co.uk

Nottinghamshire Domestic Violence Forum - useful links, information and projects that are locally based