

IT'S NOT OK.

Across the country, it has become an almost accepted part of working in social housing to experience abuse.

We know that we get things wrong and that we need to do more to improve the services we provide. So, it's ok for residents to be frustrated, annoyed, disappointed, and even angry with us when we let them down. Where service failures occur, we must apologise and remedy the situation as quickly as possible.

We accept that it's within the rights of residents to complain and, if they feel their complaint hasn't been dealt with, for them to approach the Housing Ombudsman or other representatives such as MPs and local authorities. This is not about trying to silence residents' voices but about helping to make sure those voices are loud for the right reasons.

We will not accept verbal or physical abuse, harassment, online stalking, or threats to any member of staff who works in housing at any level. **IT'S NOT OK.**

We know that it's a very small minority who behave like this, but that minority can have an enormous impact on the health and wellbeing of colleagues. We recognise that those working in housing are people with children, parents, partners, and friends. Abuse impacts their lives outside of work and it's our responsibility to protect them.

It's time we take a stand for everyone who works in housing today and in the future. Without people wanting to work, and stay working, in the sector, there is no sector.

We ask every housing association and Local Authority housing department, to positively support every housing professional regardless of their role or seniority.

We commit to providing help and support, and sharing good practice, to every colleague in the sector who has been a victim of abuse, harassment or received threats from residents.