

If you are experiencing domestic abuse and need **help and advice on the housing options** which are available to you, please contact the Home Options Team in **confidence**.

The following services may also be able to help you:

Glossop Women's Aid
01457 856675

High Peak and Derbyshire Dales Domestic Abuse Outreach Service
0800 328 1242

High Peak Victim Support
01457 862150

The police also run a **Domestic Abuse Advice Line** – phone 01298 762049 for general help and advice.

If you need emergency help at any time, dial 999.

High Peak Community Housing

8am—8pm Monday to Friday

www.hpch.co.uk
enquiries@hpch.co.uk

General Enquiries	0845 129 8075
Repairs Hotline	0845 129 8071
Carelink	0845 129 4877
Minicom	0845 129 4876
SMS Text Messaging	07800 002 264
Fax	01457 860290

Out of Hours 01663 752099

Head Office:
Municipal Buildings
Glossop
Derbyshire
SK13 8AF

Receptions at:

Fairfield Neighbourhood Office,
157 Victoria Park Rd, Fairfield

Gamesley Neighbourhood Office,
34 Winster Mews, Gamesley

Can't read this?

If you need this information in another Format, call the Business Services Team on 0845 129 8075



High Peak Community Housing

DOMESTIC ABUSE

Version 1

Confidential Help

From High Peak

Community

Housing



Domestic Abuse can involve a range of behaviour including physical, sexual, mental, emotional or verbal abuse. It may come from someone in your family, or from someone you know intimately. It affects women significantly more than men.

If you are experiencing domestic abuse, you may need **help and advice on the housing options** that are available to you.

If you come to us at Housing Services for help, we can assure you of the standards of service outlined in this leaflet.

- ◆ **Complete confidentiality** – any information you give us will not be passed on to anyone outside Housing Services. If we need to share information with agencies involved with your situation, such as Social Services, the Police or your solicitor, we will discuss this with you before we do so.

- ◆ **We will deal with you sympathetically and we will not judge you.** We do not believe that domestic abuse is your fault. We will not ask for proof that you have experienced domestic abuse.
- ◆ We will **not** try to contact your partner.
- ◆ If anyone contacts us trying to find out where you are, **we will not reveal your whereabouts** without first getting your permission to do so.
- ◆ If you are still living with your violent partner, we will **not** write to you, telephone you or visit you there unless you are willing for us to do so.
- ◆ We can arrange for you to speak to a man or a woman, whoever you prefer.

- ◆ We will not make decisions for you, but will **give you information about the options open to you** – so that you can make your own decisions.
- ◆ We will give you information about what other agencies offer and, if you want us to, we can refer you to them or ask them to contact you.
- ◆ We can arrange for interpreters to be available – this includes a sign language interpreter.
- ◆ You may decide to stay with your partner. However, if you change your mind, **you can come back at any time and we will help you.**