



Customer Review of Policies and Procedures

The Wrekin
Housing Group

Customer Review of Policies/Procedures

Date	10.03.25
Service Area	Housing
Lead Manager	Phil Heywood (legacy WHG) plus Jane Griffiths (legacy HPG)
Policy	Hate Crime
Summary of policy	The policy details the Groups response to reports made of Hate Crime and Hate related behaviour and applies to all homes that we own or manage, in line with your tenancy agreement or lease. We will also offer advice and support to people living near to, or in, communities where we have properties, if they are affected by the behaviour of one of our customers.
Changes made or planned	This is a new policy as it was previously part of the ASB, Hate Crime and Harassment Policy. Following a recent audit of policies and industry wide best practice the advice was taken to make Hate Crime a separate policy to give a very clear message to customers how this issue would be managed.
What can be influenced?	Feedback on all parts of the Policy is welcome.
Date needed	28/03/2025