

## EQUALITY AND DIVERSITY

We are committed to taking positive steps to ensure that equality of opportunity exists for all our tenants, and we seek to combat less favourable treatment, prejudice and discrimination on the grounds of age, gender, marital status, parental status, ethnic origin, nationality, lifestyle, sexual orientation, colour, disability, or religion or belief.

Our Equality and Diversity Policy is reviewed regularly to ensure that we are continuing to improve and the views of the Tenants' Forum are taken into consideration as part of the review process. Equality and Diversity issues are also considered when monitoring and reviewing all of our policies and procedures.

All of our employees and Board members receive training on Equality and Diversity issues, and we take steps to ensure that contractors who work for us follow the same principles as the Association.

## ACCESS TO SERVICES

We aim to ensure that everyone has access to our services, to our offices and to information about us.

Our offices are accessible to disabled people and our reception area has facilities both for disabled people and people with young children. A 'loop' system is available to help people with hearing difficulties, and we can also provide access to interpreters, sign language interpretation and lipspeakers.

We produce a wide range of information for our tenants and other customers, and we will do what is reasonable to provide information in alternative formats on request. This includes tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

## **TENANT PARTICIPATION**

We are keen for all of our tenants to have the opportunity to participate and to contribute their views and ideas. With this in mind we can provide assistance to those who need help to enable them to attend meetings. We also consider alternative ways of involving all tenants in order to avoid excluding those who are unable to attend meetings, such as help with childcare costs or provision of crèche facilities at tenants' meetings.

Tenants' and Residents' Groups are also encouraged not to discriminate against people from any sector of the community through training and the Code of Conduct for Tenants' and Residents' Groups.

## **SPECIAL NEEDS ACCOMMODATION**

All of our newly built properties are built to an accessible and flexible standard and we work closely with Cumbria Social Services and Local Authorities to carry out adaptations to properties for the benefit of tenants who are disabled.

## **HARASSMENT OF TENANTS**

We are strongly opposed to all forms of harassment and we have procedures in place for investigating complaints of racial or other harassment as a matter of priority. Where claims of harassment are proven, action will wherever possible be taken against the perpetrators rather than moving the victims affected by it. See Section 3 for further information on our racial harassment policy.

If you are subjected to any form of harassment please contact a member of the Housing team as soon as possible.

Copies of our Equality and Diversity Policy are available on request.