



**EQUALITY AND  
DIVERSITY**  
SERVICE STATEMENT



## OUR COMMITMENT

**Eden Housing Association is committed to equality and diversity. By 'equality' we mean treating everyone fairly and by 'diversity' we mean valuing people's differences.**


Our equality and diversity policy and practice is based on the principles of mutual respect, fairness, inclusion, a commitment to tackling inequality and injustice and to treating every person as an individual.

As well as the recognised strands of diversity, i.e. race, age, gender, disability, religion/belief and sexual orientation, we include – rural disadvantage, in recognition of the unique geography of the Eden District and the challenges our residents can face in accessing services.

Eden Housing Association is also an employer and our equality and diversity policy extends to our staff and board members.

## MEETING OUR COMMITMENT

**Below is a list of the main responsibilities we will undertake to meet our equality and diversity commitments:**


- Ensure we have up-to-date customer profiling information so that we understand how best to communicate with, involve and serve our customers.
  - Provide information in alternative formats/languages.
  - Set and monitor targets on a range of equality and diversity measures.
  - Regularly train our staff, board members and involved customers.
  - Conduct equality and diversity impact assessments before policies are implemented.
  - Ensure our contractors, consultants, suppliers and partners are similarly signed-up to our values and principles.
  - Comply with equality and diversity legislation and regulation and seek out good practice.
  - Create and execute improvement action plans.
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## WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with.
- If you are still unhappy, ask to speak with the manager.
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure.

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints".



## CONTINUOUSLY IMPROVING OUR SERVICE

We work together with our customers to:

- agree our targets for improving our service
- measure and monitor our performance against these
- communicate the results to our customers and staff



## OTHER FORMATS, OTHER LANGUAGES

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñè



### Eden Housing Association Ltd

Blain House, Bridge Lane,  
Penrith, Cumbria CA11 8QU

☎ tel: 01768 861400 ☎ fax: 0870 0511685

✉ email: enquiry@edenha.org.uk

🌐 www.edenha.org.uk

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948