



(a) Equality, Diversity and Inclusion

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.

We have a Board approved Equality, Diversity & Inclusion (ED&I) Strategy, which outlines our commitment to maintain and improve equality, diversity & inclusion elements within the 4 key areas: customers & communities, workforce, services and leadership.

Our ED&I Policy is reviewed regularly to ensure that we are continuing to improve, with the views of the Tenants' Forum taken into consideration as part of the review process. Equality, Diversity & Inclusion issues are also considered when monitoring and reviewing all of our policies, as well as any Value for Money initiatives.

All of our employees and Board members receive training on ED&I 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. However, if you have concerns over our ED&I practices, you can contact us on 01768 861400 and we will work with you to address those concerns.

If you have a serious grievance or complaint over our ED&I behaviours, or you feel that that have been discriminated against by a member of staff or contractor, you can register a complaint by logging into [MyAccount](#) or emailing enquiry@edenha.org.uk.

This will be sensitively addressed by the Equality, Diversity and Inclusion Lead, who sits on EHA's Board, following the guidelines of our existing complaints process and timescales. Please rest assured, that you won't be treated negatively in any way and your tenancy will not be affected.

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 lip speakers.

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.