



**Tees Valley
Housing**



Equality and Diversity

CUSTOMER SERVICE

What is your approach to equality and diversity?

We are committed to equal opportunities. Discrimination, harassment and bullying are unacceptable on any grounds. We make sure that none of our customers receive less favourable treatment on the grounds of:

- Gender
- Race
- Disability
- Colour
- Ethnic or national origin
- Nationality
- Sexual orientation
- Political beliefs
- Religion/belief
- Age
- Trade union membership
- HIV status

Are you an equal opportunities employer?

Yes, we are an equal opportunities employer and service provider and we treat everyone fairly and equally. As an employer, we make sure there is no discrimination during recruitment and selection, employment, career development and training opportunities.



What about access to housing and other services?

We aim to provide services that fully meet the diverse needs of our community. We make sure our services do not discriminate and are free from prejudice.

Our main aim is to provide high quality affordable housing that meets the needs and desires of our tenants and our choice based lettings scheme gives tenants greater choice.

We also check the take-up of applications and properties rented out to find out if our lettings are balanced with regard to the various minority communities we serve.

What practical steps do you take to ensure equal opportunity?

We arrange our services and train our employees to ensure we deliver the best possible services for everyone. This means that we:

- Deliver services that are flexible and respond to residents' needs
- Remove all barriers which may make access a problem
- Ensure services meet the needs of diverse communities, particularly those who face prejudice
- Provide information in accessible formats, including different languages, large print, Braille and audio tape
- Provide translation and interpretation services
- Monitor the take-up of services according to ethnicity, gender, disability and sexual orientation.

How do you involve customers in decision making?

A number of tenants' forums and panels are available for residents to join, giving opportunities to shape, influence and develop our services. We have a number of forums for under-represented communities and encourage people from minority communities to take part.

Do you provide equality and diversity training?

Equality and diversity training is a priority for all employees. It is also covered within the corporate induction programme, which all employees attend.

Are there any specific actions taken for people from black and minority ethnic communities?

Unfortunately, we know that some people from black and minority ethnic backgrounds suffer from discrimination. We ensure that we:

- Meet the terms of the Race Relations (Amendment) Act 2000
- Develop services that are sensitive to cultures
- Support activities and campaigns that promote race equality
- Encourage people from black and minority ethnic communities to take part in decision making and ensure they are involved
- Work with minority ethnic communities and other agencies to tackle racial harassment and discrimination

How do you deal with racial harassment?

We do everything possible to prevent racial harassment and we use suitable methods to investigate any complaints as quickly and fully as possible. If our tenants racially harass others then they are in breach of their tenancy conditions and we will take action.

We have an offensive incidents policy and procedure about harassment. All claims of harassment are quickly and actively investigated in a sensitive way and we work with other agencies to ensure anyone suffering harassment is fully supported.

Are any specific actions taken for disabled people?

We work in partnership to support and enable people to fulfil their abilities within their own communities. We:

- Meet the terms of the Disability Discrimination Act 1995
- Work towards removing all physical barriers that stop disabled people from having the same access to services as others
- Develop services that disabled people can access

- Have a policy to ensure that all relevant information can be fully accessed by people with all types of disability
- Work in partnership with organisations that promote disability rights.



What about gender discrimination?

We recognise that some women experience discrimination. We are committed to equal opportunity for all women and aim to:

- Remove forms of illegal sex discrimination
- Ensure equal access to services
- Design and deliver services that meet the needs of all women
- Ensure women can be fully involved in decision-making processes where possible
- Support activities and campaigns that aim to achieve equality for women.

What is your approach to lesbian, gay, bisexual and transgender people?

We aim to meet the needs of lesbian, gay, bisexual and transgender people by:

- Supporting activities and campaigns that achieve equality for lesbian, gay, bisexual and transgender people
- Ensuring services are sensitive to lesbian, gay, bisexual and transgender people
- Working with lesbian, gay, bisexual and transgender people to tackle discrimination against them.



Do you monitor your contractors' and suppliers' commitment to equality and diversity?

Yes, we have built equality and diversity questions into the questionnaire that our suppliers receive. The questions cover how they conduct and manage equality and diversity within their organisation. We are committed to promoting and increasing the number of black and minority ethnic suppliers who are on our preferred suppliers list.

Do you monitor your workforce?

Both people applying for jobs and our employees are monitored regularly to ensure our policies, practices and procedures are effective. We produce reports on our workforce data and take action where it is needed.

What do I do if I think I am being discriminated against?

Get in touch with us straight away either by telephone, visiting an office or sending us a note or email. You can get someone to make a complaint on your behalf if you prefer.

We will deal with your complaint quickly, responsibly and sensitively and explain what we are prepared to do to resolve the situation. We take any act of discrimination very seriously.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **www.erimushousing.co.uk**

For Tees Valley Housing log on to **www.teesvalley.org**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگدارمان بکۆمه ئهنگەر بۆ تێگهیشتی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهیبههرامههر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه بهره پاریمکی تێدهچێ ههر ومک تلهفونکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے بڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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