

We are committed to treating every resident with dignity, fairness and respect. This factsheet explains what Equality, Diversity and Inclusion (EDI) means to us, and what you can expect from our services and community.

1. Our approach: People, Places, Partnerships

People – We treat everyone as an individual and value differences. We aim to understand your background, beliefs, and needs, so as to support your wellbeing and independence.

Places – We want all our schemes to feel safe, inclusive and welcoming environments – free from discrimination, bullying or harassment.

Partnerships – We work together with residents, staff, and families to foster kindness, community, and a sense of belonging.

2. What you can expect from us

We will:

- **Treat everyone fairly** regardless of age, gender, disability, ethnicity, religion, sexual orientation or background.
- **Listen to you**, understand your needs, and provide services in ways that are inclusive and accessible.
- **Challenge discrimination** and take reports of hate incidents, harassment, or unfair treatment seriously.
- **Provide adjustments** if you need help accessing services or information (e.g. large print or communicating through someone you trust).

3. Your rights and responsibilities

You have the right to:

- Live free from discrimination, harassment or victimisation.
- Access services in a way that respects your background, beliefs and needs.
- Report concerns in confidence – we will listen and act.

We ask all residents to:

- Treat neighbours, staff, and contractors with kindness and respect.
- Help us create inclusive, friendly communities where everyone feels safe.

4. How we build inclusive communities

- We offer opportunities for all residents to get involved, shape services, and celebrate diversity.
- We will work closely with partners to support people experiencing harassment, hate incidents, or isolation.
- We value and welcome feedback to help us improve and meet your needs.

5. Our responsibilities

We follow the Equality Act 2010 and aim to meet the highest standards of fairness and inclusion. This includes specific responsibilities in areas such as housing allocations and how we respond to antisocial behaviour.

We also aim to meet the highest standards set by:

- **The Regulator of Social Housing's Consumer Standards (2024)**, especially the Transparency, Influence and Accountability Standard.
- **The Housing Ombudsman Complaint Handling Code** – including fair, inclusive handling of complaints.

We regularly review our policies to make sure they are fair, lawful and reflect your lived experiences and feedback.

Need help or want to share your experiences?

Please contact a member of our Housing and Support team – **we're here support you, listen to your concerns, and help shape an inclusive community together.**