

# **Equality and Diversity for Tenants Policy.**

## **Verda Living RP Limited**

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## 1 Background

Verda Living RP Limited (Verda Living) is committed to embedding ambition and fairness in everything it does including service delivery. Verda Living is committed to providing an organisational environment that embraces diversity and does not discriminate. Equality, Diversity and Inclusion is central to the organisation's interactions with tenants. We are aware of the statutory requirements surrounding equalities and are committed to the equality of opportunity to all 'protected characteristic' groups as outlined within the Equality Act 2010 ('the Act').

Our policy applies to everyone who receives a service from us. We will also seek to ensure that anyone who works on our behalf demonstrates commitment to Equality, Diversity and Inclusion.

## 2 Customer service standards

Verda Living is committed to providing quality services that comply with the statutory requirements and takes account of the particular needs of the communities in the areas where we work. We will have due regard to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it and,
- **foster good relations** between people who share a protected characteristic and people who do not share it.

We need to show due regard to the above in how we make decisions and deliver our services. In addition to the protected characteristics outlined in the Equality Act 2010 we also consider the impact of policies and decisions on socio-economic status, health equality and English as a second language in all of our strategic work.

Our Equality policy seeks to:

- Embed equal opportunities in all aspects of our treatment to tenants
- Support creation and maintenance of an inclusive culture in the communities
- Work with service users to ensure that our offer is relevant and timely while maximising opportunities for community engagement
- Strengthening the equality, diversity and inclusion agenda in the residential sector.
- Support vulnerable residents
- Further develop appropriate mechanisms to ensure that everyone that comes into contact with the organisation is treated in a fair and equal manner.

We promote equality of opportunity regardless of race, gender, sexual orientation, disability, faith or age (as defined under the Equalities Act 2010).

Our policy sets out how we go about achieving equalities by dealing with policy breaches, communication and client interaction/feedback.

## 3 Responsibilities

Staff have a positive responsibility to comply with the terms of this Policy and a personal obligation to ensure that its terms are put into effective operation.

Staff are required to be responsive and to act promptly should they become aware of any harassment or discrimination. The terms of this Policy and any procedures referred to therein are designed to guide employees should they become aware of discrimination or harassment.

## 4 Training and Development

To ensure that our commitment to promoting equal opportunities for tenants is embedded within our organisation, the equality policy will be covered in our induction process. We appreciate that we need to provide information, training, and guidance to enable our employees to fulfil their responsibilities.

We will continue to raise awareness of and share best practice in conducting our services by continual improvement of policies and procedures.

## 5 Monitoring and Compliance

We will put in place mechanisms for tenants who feel they have been discriminated against to address the matter through appropriate complaints processes.

## 6 Dealing with Policy Breaches

Verda Living will take steps to ensure that any complaint involving a claim of alleged discrimination and / or harassment is investigated thoroughly. Any member of staff or service provider who is found to be in breach of our policy will be subject to disciplinary action. Verda Living will confirm the customer's right to approach the Housing Ombudsman about our decision.

## 7 Suppliers, contractors and other organisations that provide services on our behalf to customers

We will share our expectations of good customer service with contractors, suppliers and other organisations that provide services to customers on our behalf. We will also monitor the quality of their services, including through feedback from our customers.

The ability to deliver a good service to our customers will be an important consideration when we select or procure new suppliers and contractors.

## 8 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	June 2025	June 2026	Creation of first version of policy