

Equalities, Diversity and Human Rights Statement 2019.

Wellhouse Housing Association embraces the principles of empowerment, accountability, equality and diversity that are integral to human rights. We will:

- Make **no judgements about you** based upon age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make **no assumptions about your** age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make **no judgements or assumptions** about you based upon how you speak, how you dress, your level of income, where you live, where you originate from or who you associate with;
- Treat you as an individual, with dignity and respect;
- Treat you fairly;
- Respect your privacy & confidentiality and act sensitively;
- Promote access to good quality housing, that is well looked after and meets all legislative and regulatory requirements as a minimum;
- Support initiatives that address inequalities in health, education, training, employment, income and fuel poverty;
- Deal with any discrimination and inequality as appropriate in our role as your landlord;
- Make it easy for you to deal with us;
- Take time to listen to you and give you open and honest explanations;
- Provide you with the information you need;
- Be professional, reliable and deliver what we promise;
- Keep you updated;
- If there is a problem, put it right as quickly as possible;
- Welcome feedback and make use of it to improve our services;
- Treat all people with whom you associate in the same way.

We expect you to:

- treat all committee members, colleagues, partner organisations, fellow tenants and customers in the same manner.

"We work within an environment of mutual respect and tolerance, where everyone is treated fairly and can feel safe and supported. We welcome all people and the dignity of customers, Management Committee members, contractors and staff is to be protected at all times, therefore we cannot allow any discriminatory or offensive language or behaviour within any part of The Hub, on the telephone, on social media or any other interaction at any time."



Positive about Wellhouse



Positive about the people of Wellhouse



Positive about the people who work for and with Wellhouse

Trust

Honesty

Integrity

Excellence

Accountability

Sustainability