

Equality, Diversity and Inclusion Policy

Date approved: 19/09/2024

We improve lives by providing sustainable homes and places that are fully inclusive. Your needs matter, so we make sure our services are accessible and easy to use.

We make sure that all of our tenants receive equal opportunities and excellent service, no matter what. We will stop discrimination, harassment, and victimisation.

We review our EDI policy every three years, taking your feedback into account.

The Equality Act 2010 protects people from discrimination based on these characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

We deliver our services in a way that best fits your needs by:

- Adapting how we carry out our repairs and maintenance work in your home
- Making reasonable adjustments to your home
- Providing personalised support to you
- Listening to and acting on your feedback
- Bringing communities together
- Tackling loneliness and social isolation
- Training employees so that they understand your needs

Our goal is to maintain high performance standards to ensure tenant satisfaction in this area. We believe everyone should be able to live in their own home without fear of intimidation, abuse or harassment. We will treat you with fairness and respect and in return, we expect you to treat your neighbours, our employees, contractors, and the wider community with politeness and respect.

If you think you have been treated unfairly or discriminated against, please get in touch with us so we can work together to solve any issues.

We will keep customer data accurate and secure, and use it to make



necessary adjustments to meet your needs.

We will ensure that our employees continue to follow our Behaviours, Attitudes, and Values framework.

We will share our performance compared to service standards on our website. We will also provide accessible options so you can easily access this information.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report any issues by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

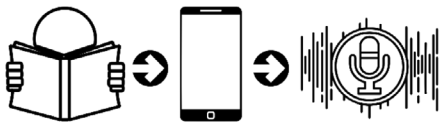
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

تڤير علا (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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