

Equality Promises

Developed and agreed in partnership with our customers

Tristar Homes Limited is committed to equality in the provision of services:

As a service provider we will:

- Work with our partners to promote equal opportunities.
- Ensure everyone is able to access our buildings and services easily.
- Ask you how you prefer us to communicate with you, to ensure our services meet your needs.
- Arrange for an interpreter if you have difficulties understanding or speaking English.
- Translate leaflets and other information into key community languages.
- Provide information in different formats, such as Braille and audio tape.
- Make arrangements so that people from all communities have equal opportunity to be involved in making decisions about the services we provide.
- Do what we can to ensure discrimination does not take place in our neighbourhoods, by making it easy for anyone to report offensive incidents as a result of hate or prejudice, based on sex, race, religion, disability, age or sexual orientation.
- Ensure our policies, procedures and services do not discriminate against any members of the community.
- Monitor access to, and satisfaction with, services to ensure everyone is being treated fairly.
- Ensure all contractors, consultants and agents working on behalf of the Company have an equal opportunities policy.

As an employer we will:

- Ensure that our recruitment and selection procedures are fair.
- Work with other organisations to encourage job applications and help create employment opportunities for people from groups currently under-represented in the Company's workforce.
- Make sure employees are properly trained and supported to recognise the diverse needs of the people we serve, and deliver good quality customer service.
- Make reasonable adjustments to the workplace to minimise the barriers to employment faced by disabled people.
- Provide a working environment where harassment and bullying are unacceptable and will be challenged.
- Encourage applications for Board membership from people from groups currently under-represented, and ensure the Company's Board Membership and recruitment policies are fair and equitable.

These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.