



# Being treated equally and fairly

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋਤਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejs z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.



**Our tenants and staff come from all walks of life but one thing is always the same – that’s the fair and equal treatment they can expect from us.**

**This booklet details our approach to equality and diversity, but if you have a specific question give us a call on Freephone 0800 479 7979.**

### **Need to contact us?**

- ›› **Call us 24/7 on Freephone 0800 479 7979**
- ›› **Visit your local housing office**
- ›› **Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD**
- ›› **You can also visit us online [www.gha.org.uk](http://www.gha.org.uk) or send an email to [talk@gha.org.uk](mailto:talk@gha.org.uk)**

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## Our commitment to equality and diversity

We are committed to providing fair and equal treatment to all our staff and customers.

We do not discriminate against anyone on the grounds of race, colour, ethnic or national origin, language, religion, belief, age, gender, sex, sexual orientation, marital status, family circumstances, employment status, physical ability or mental health. We aim to achieve fair outcomes for all.

### Have you been discriminated against?

For advice on how to make a complaint pick up a copy of our harassment and discrimination booklet or call us on **Freephone 0800 479 7979**

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## How will we do this?

### We will:

- ▶▶ Ensure all our policies and strategies reflect our approach to equality
- ▶▶ Ensure you understand our approach to equality
- ▶▶ Ensure our staff live and breathe our approach and treat you equally and fairly
- ▶▶ Collect information about the needs and aspirations of our customers
- ▶▶ Increase participation and consultation with all sections of the community
- ▶▶ Set targets and objectives for equality and diversity
- ▶▶ Provide fair services that everyone can access
- ▶▶ Operate fair recruitment and employment practices
- ▶▶ Have systems to collect equalities information about customers
- ▶▶ Promote equality of opportunity with our partners and contractors.

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## How do we make sure you are treated equally?

Each year, we produce action plans for GHA as a whole and for your Local Housing Organisation (LHO). These set out the steps we take to improve services and make them more responsive to your needs.

### **To help people with particular needs we have:**

- ▶▶ Carried out surveys and research to find out about what these needs are
- ▶▶ Carried out an audit of our offices to help to make them more accessible
- ▶▶ Introduced a telephone interpreting service so that you can speak to us in your own language
- ▶▶ Introduced a translation service to produce key information in large print, Braille, audio format and other languages
- ▶▶ Introduced a process to deal with hate crime and harassment more effectively
- ▶▶ Introduced Silver Deal for elderly people, including a free Handyperson Service.

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## How do we make our services accessible?

We want to deliver excellent customer service and we are always looking for ways to improve the service we offer you.

Sometimes our letters and policies contain important legal or technical information and we want to make sure that everyone can understand the details.

### Translating written information

You can get a copy of your GHA Tenancy Agreement in different languages, large print, Braille and on CD or cassette.

We have also produced an Easy Read Guide to your GHA Tenancy Agreement which uses pictures and plain English.

If you have difficulty reading, we can provide other information in large print, Braille, other languages easy to read versions, and in audio format. We may not be able to translate every document but we will consider your request and produce summaries where we can.

For more information call us on **Freephone 0800 479 7979**.

### When contacting us by telephone

If you telephone us we can get someone to speak to you in your own language and help you if you have a hearing difficulty through textphone and minicom.

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## How do we make our services accessible? (continued)

### When visiting a GHA office

If you visit one of our offices, we can arrange interpreting, lip-speaking and sign language if you need them. (You may need to make an appointment to help us to arrange these for you.) A number of our offices have portable hearing loops.

We are also working to make our offices more accessible to people with disabilities.

Whether you are phoning us or visiting an office, just let the staff know if you need one of these services.

### Are we doing enough?

If you have a specific need you'd like us to try and accommodate get in touch and we'll do our best to help. **Freephone 0800 479 7979**

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## Hate crime and harassment

Hate crime and discriminatory harassment happen when you believe that you are being harassed. You may feel that you are being picked on because you have a disability, mental health issue or because of your ethnic origin or sexual orientation.

If you think that you are the victim of hate crime or harassment you can complain directly to us. We treat all complaints of harassment very seriously and act on them as priorities.

If you are more comfortable making a complaint through a support organisation, then we will accept a third party report. By signing a mandate, you can ask someone from that organisation to make a complaint on your behalf.

We will ask you for information about any incidents and pass this on to our specialist Neighbour Relations Team. The team can take a wide range of actions, including legal action against the perpetrators. We can also provide out-of-hours support and security measures where problems are severe.

We work closely with other agencies, including Strathclyde Police, to ensure that hate crime is dealt with effectively.

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## Equalities monitoring

To ensure we are meeting everyone's needs we carry out equalities monitoring. This means that we ask you about your ethnic origin, gender and faith. We may also ask you about disabilities, support and communication needs.

These questions are voluntary and the information we collect is treated as confidential, in line with the Data Protection Act (1998).

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## The GHA Equality and Diversity Strategy

Our Equality and Diversity Strategy shows how we will make sure all our customers can access and use our services.

We also carry out equality impact assessments of major GHA activities and have an equality and diversity training programme for staff.

### **Want to know more?**

You can get a copy of the strategy from your LHO or by calling **Freephone 0800 479 7979**

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## Contact us

We have identified a number of equalities groups who are known to face prejudice, discrimination and/or social exclusion.

### **These include:**

- Older people
- Younger people
- Black and minority ethnic groups (including asylum seekers and refugees)
- Faith groups (different religions and beliefs)
- Women
- Lesbian, gay, bisexual and transgender people
- People with disabilities (including people with mental health problems)
- Homeless people.

If you are in one of these groups and would like more information or would like to discuss a particular issue, please contact us on **Freephone 0800 479 7979** or email **[talk@gha.org.uk](mailto:talk@gha.org.uk)**

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## Would you like more information?

Freephone: 0800 479 7979

Email: [talk@gha.org.uk](mailto:talk@gha.org.uk)

Visit: [www.gha.org.uk](http://www.gha.org.uk)

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