

Our policy on Diversity and inclusion



Our policy on diversity and inclusion reflects our fundamental commitment to promoting equality in all our work.

Our approach to diversity and inclusion is central to the way we:

- develop homes and communities
- provide housing services
- employ people, and
- work with partner organisations.

Our work as a landlord

We value our rich mix of residents and we actively promote equality.

Our managers and staff are responsible for applying this policy in their everyday work.

To get services right, we focus on understanding and meeting the needs of all our tenants.

Our expert Community Development and Housing teams support vulnerable residents to maintain their tenancies. Their work also includes:

- understanding and preventing problems in the wider community
- working with partners to open up opportunities for young people, and
- working with partners to promote our residents' health and wellbeing.

Our specialist Tenancy Support Officer supports residents with complex needs to maintain their tenancies and can also offer advice on money management, debt and employment.

Our work as an employer

As an employer, we oppose all forms of unlawful and unfair discrimination.

We value diversity and we want to attract the best people from all sections of society. To deliver the best possible services to our residents, we need the knowledge and skills of a workforce that reflects the communities we work in.



We aim to create a work environment that is free from discrimination and prejudice. We treat all staff fairly and with respect. We give people equal opportunities in every aspect of their working role. We aim to create an environment where individual differences and contributions are recognised and valued.

We select the staff we employ, promote and train, based on their individual merits.

We will take disciplinary action against anyone breaching our policy.

Achieving our policy

We have a delivery plan that is designed to continue improving our diversity and inclusion work.

Every year, the Board reviews our performance in this area.

This leaflet provides a summary of our policy.

For more information send a message through your 'My Corner' account, or email customerservices@thch.org.uk