

**If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.**

**Polish** Równość i różnorodność

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Igualdade e diversidade

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** সাম্য এবং বৈচিত্র্য

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 平等與多樣化

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Barazia dhe diversiteti

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Rovnosť a diverzita

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN**

**Tel: 01235 515900**

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## Equality and diversity



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## Treating people fairly

Soha's main purpose is to be excellent at providing and managing homes and related services in communities where people want to live.

To achieve this, we have a range of values, which include:

- To recognise and respect people's needs and aspirations
- To encourage fair access to the opportunities we create

Soha's Equality & Diversity Strategy and Policy were developed with residents. They set out how we will promote equality and diversity and tackle discrimination. We will not tolerate harassment or unequal treatment by or of our staff, our contractors or our tenants, leaseholders and shared owners.

## Improving our services for everyone

Soha collects information from tenants, leaseholders and shared owners where this will help us to improve our service. For example, knowing how you prefer to receive information helps us communicate with you.

## Checking we deliver services fairly

We check that our policies do not discriminate against anyone by monitoring of take-up and satisfaction with services. This is one reason why, when asking for feedback, we often ask for some personal information. You don't have to provide this information, but doing so helps us to monitor and improve our services to everyone.

We have three equality action plans. These set out how we ensure that different people have equal access to our services and opportunities:

- Disability Equality Scheme
- Commission for Racial Equality Code of Practice
- Gender Equality Scheme

## Employment

Soha aims to have a workforce that reflects the community we serve. We encourage applications from under-represented groups and we have strict recruitment procedures in place to ensure that all applicants are dealt with fairly and consistently.

We are accredited by Investors in People and Positive About Disabled People, showing that we meet high standards in employment practices.

All staff receive training on equality and diversity to help them put our policy into practice.

## Contractors

All contractors we work with must demonstrate their commitment and to promote our approach to equality and diversity. We check this commitment every year.

## Personal Information

Soha has robust policies and procedures in place, in line with the Data Protection Act. These make sure that:

- Only information relevant to your tenancy is kept
- Information is kept securely
- There is a procedure to help you access information we have about you