

Standard: Understanding and responding to the diverse needs of tenants

TSA Standard	How we meet the TSA Standard	Existing commitments
<p>Treat all tenants with fairness and respect.</p> <p>Demonstrate that they understand the different needs of their tenants, including in relation to the seven equality strands and tenants with additional support needs.</p> <p>Registered providers shall set out in an annual report for tenants how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its tenants. Registered providers shall take the obligations of the Tenant Involvement and Empowerment Standard into account in setting out how they are meeting and intent to meet all the other TSA standards.</p>	<ul style="list-style-type: none"> ✚ one of our corporate values is fairness, and treating people (staff and customers) with respect. ✚ We have an Equalities and Diversity Policy underpinned by a Single Equality Scheme. All our service areas work together to ensure that diversity is part of everything we do. ✚ We collect wide ranging information from customer profile questionnaires so we can understand who our customers are. The information is used to make sure we are providing the right services and information. We also use it to plan new services ✚ We have improved the accessibility of all of our offices and our services can be accessed in variety of ways according to customer needs ✚ We monitor how our services are being used and delivered for our diverse 	<p>Our existing commitments are</p> <ul style="list-style-type: none"> ✚ We will make diversity part of our culture. ✚ We will make sure our offices are easy for everyone to get into and move about in. ✚ We will treat everyone as an individual, with respect and decency, regardless of your sexual orientation, race, religion / belief, gender, disability, age or gender identity. ✚ We will respond to and investigate any complaints of bullying, harassment, discrimination or victimisation. ✚ We will provide the information you need in ways that you find easy to understand and in alternative formats. ✚ Where, based on a needs assessment, a decision is taken to provide a translated document, we will translate documents within 10 working days

	<p>customers.</p> <ul style="list-style-type: none"> ✚ The impact of every policy and strategy is measured and action taken where necessary ✚ We define vulnerable customers as an individual or household experiencing difficulties with everyday living on account of educational, health, employment, learning, language, behavioural, family, financial, social or other circumstances/issues - or any combination of these ✚ We work to a policy that ensures we treat vulnerable customers fairly ✚ Our board completes a profile questionnaire and positive action is taken to increase membership from under – represented groups – e.g. co-opting, wide advertising. ✚ We analyse customer satisfaction based on the diversity of our customers (e.g age, ethnicity, religion, sexual preference, 	<p>depending on the document type and length.</p> <ul style="list-style-type: none"> ✚ We will take account of any particular needs you may have and try to accommodate them. ✚ We will only work with contractors and other agencies that share our commitment to be fair to all. ✚ We will help to create communities where all people are valued and can live in peaceful enjoyment of their home, free from fear of discrimination <p>Our existing service standard is</p> <ul style="list-style-type: none"> ✚ Ensure that all information is written in plain language and approved by Talkback (our English reading group)
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