



Service standard: Treating People Fairly

Treating People Fairly Standards – a customer guide to how we ensure that we treat all our customers and staff fairly

NCHA is committed to being fair to everyone we come into contact with and to comply with the requirements of the Equality Act (2010) as far as they affect NCHA.

This applies to:

- Everyone applying to us for housing or support
- All our existing tenants, residents and service users and any other people who use our services
- Everyone applying for a job or contract with us
- All our existing employees and Management Board members

What we will do

If you are one of our tenants, residents or service users or if you apply to live in one of our properties or for our support services, we will:

- Make sure that our reception areas and offices are easy for you to get into and to move about in.
- Provide all the information you need in ways that you find easy to understand.
- Take account of any particular needs you have if we let you one of our properties.
- Take quick and effective action if you face harassment where you live.
- Only work with contractors and other agencies who share our commitment to be fair to everyone.
- Work with the Disability Customer Advisory Panel to make sure that our services are fit for tenants with special needs.

If you apply to us for a job or are already a member of staff we will:

- Recruit and promote you based only on your ability.
- Provide training and other opportunities to help you develop your talents.
- Make sure you have all the necessary equipment you need to do your job effectively.
- Take quick and effective action if you face harassment at work.

What we expect from others

Treating everyone fairly is a two-way process. We will do all we can as an organisation to ensure that our customers, tenants and residents are treated fairly and with respect by Board members, staff and contractors working on behalf of NCHA.

Equally NCHA will not tolerate harassment of our staff by customers, tenants, residents or other members of the public.

How we monitor these service standards

When you view a home or are offered a home we will ask you to fill in a questionnaire about whether we are meeting our service standards. This feedback is looked at by tenants and used to improve the allocations services.

We will report on how we are doing in Link magazine and on our website every year.



More information

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

Contact details

Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)

0800 317 861 / 0115 844 2931 (Maintenance)

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Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email nottingham@ncha.org.uk