



Service standard: Treating People Fairly

Treating People Fairly Standards – a customer guide to how we ensure that we treat all our customers and colleagues 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 customers and any other people who use our services
- Everyone applying for a job or contract with us
- All our existing colleagues and Management Board members

- Provide a range of opportunities to feedback on our services including the use of Community Voices.

If you apply to us for a job or are already a colleague, 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 will do

If you are one of our customers 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 Collective Panel to make sure that our services are fit for customers with special needs.

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 are treated fairly and with respect by Board members, colleagues and contractors working on behalf of NCHA.

Equally NCHA will not tolerate harassment of our colleagues by customer's contractors, or other members of the public.

How we monitor these service standards

We will monitor and review all feedback to improve the services we provide. To support this we undertake task and finish projects in conjunction with customers to monitor and improve services.



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.

Translation

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

Contact details

Telephone:

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