



DIVERSITY AND INCLUSION POLICY

Lettings & Property Management Sector – England & Wales

1. Purpose

This policy sets out Neighbourhood Properties' commitment to promoting diversity and inclusion across our lettings and property management operations. We are dedicated to ensuring fair and equitable treatment for all clients, contract holders, landlords, employees, contractors, and partners.

2. Scope

This policy applies to:

- Employees, directors, and agents of Neighbourhood Properties
- Contractors and consultants
- Contract holders, landlords, property owners, applicants, and prospective clients
- All operations within England and Wales

3. Legal Framework

This policy aligns with and supports our legal obligations under:

- Equality Act 2010
- Human Rights Act 1998
- Renting Homes (Wales) Act 2016 (as amended)
- Housing Act 2004
- Code of Practice on Letting Agents in Wales - Rent Smart Wales

We are committed to upholding the principles of equality, dignity, and fairness across all aspects of our service delivery and employment practices.

4. Our Commitments

a. Inclusive Service Delivery

We serve a diverse range of contract holders, landlords, and applicants. We are committed to:

- Treating all clients with respect and impartiality, regardless of background or protected characteristic.
- Avoiding discriminatory practices in advertising, contract holders selection, or property allocation.
- Making reasonable adjustments for disabled contract holders and clients.
- Providing accessible communication, documents, and assistance where needed.

b. Fair Tenancy and Occupation Practices

We do not tolerate discrimination in the granting, management, or termination of tenancies and occupation contracts. All applicants are considered based on objective criteria such as suitability, affordability, and references—not race, religion, gender identity, sexual orientation, or other protected characteristics.

c. Inclusive Workplace

We actively promote an inclusive workplace where all employees:

- Are recruited, trained, and promoted based on merit, competence, and potential.
- Are free from discrimination, harassment, and victimisation.
- Feel safe to raise concerns or ideas without fear of bias or reprisal.

d. Supplier and Contractor Conduct

We expect all contractors, subcontractors, and suppliers to uphold inclusive and non-discriminatory practices in the performance of their duties.

5. Reporting and Accountability

We encourage all staff and service users to report any concerns related to discrimination, harassment, or exclusion. Reports will be taken seriously and handled in accordance with our internal grievance and complaints procedures.

6. Monitoring and Review

We may collect anonymised diversity data from staff and clients (where appropriate and lawful) to monitor representation and inform our inclusion efforts. This policy will be reviewed annually and updated to reflect changes in law or practice.

Signed:

A handwritten signature in black ink that reads "L. Harris". The signature is written in a cursive style with a large, looped initial "L".

Position: Director

Date: 3rd January 2025

Next Review Date: 3rd January 2026