

EQUALITY & DIVERSITY POLICY



Xenia Lettings are committed to the principles of equality, diversity and inclusion. Equality is about removing barriers and making sure people from all sections of society have fair and equal opportunities to access our services. Diversity is about respecting and valuing people's differences and treating them in an appropriate way. Inclusion ensures that people feel comfortable to be themselves and feel that they belong which is particularly important to us as an accommodation provider.

We accept our responsibilities under the Equality Act 2010 which cover specified protected groups based on age, disability, gender or identity, marital status, pregnancy and maternity, race, religion or belief, sexual orientation which are specified in legislation.

Our Pledge:

- We will treat you fairly, with dignity and respect;
- We will not treat you less favourably because you belong to one of the protected groups;
- We will not tolerate intimidation, discrimination or harassment against you based on any protected characteristic, and will act against staff or customers who behave in this way;
- We will make information available on request in a format that meets your needs, for example, larger print or audio.
- We will ensure charges for rooms adapted for use by students with disabilities do not differ from the standard room of the same type for that development. An assessment is carried out, if appropriate, to determine the specific needs of the individuals concerned and where these needs are reasonable, as defined within the Disability Discrimination Acts 1995 and 2005, they are fulfilled in accordance with the Equality Act 2010.
- Where additional costs are incurred to fulfil specialist requirements identified in our assessments, which it would not be reasonable for the establishment to pay for, these will be agreed with the tenant prior to the tenancy agreement being signed.
- We will communicate with you in ways which are sensitive to the needs of different protected groups.
- We will ensure our procedures reflect issues of concern for members of protected groups and in no way treat those protected groups less fairly.
- We will require those working with us or for us to support our commitment to equality, diversity and inclusion, and will challenge those who don't.