

# Equality and diversity



## Liverpool Mutual Homes wants to provide homes and services fairly to Liverpool's diverse community and to employ a workforce that reflects the community it serves.

We are committed to promoting equality of opportunity across all services, both as a landlord and as an employer.

At the heart of our Equality and Diversity Strategy is a commitment to valuing diversity, treating people with dignity and respect, eliminating discrimination and promoting community cohesion.

We value the individual contribution of people and we are committed to eliminating discrimination on the grounds of:

- Ethnicity
- Disability
- Gender
- Gender reassignment/identity
- Religion or faith
- Sexual orientation
- Age
- Cultural background
- Marital status
- Ability
- Or any other reason that causes a person to be treated with injustice

LMH wants to provide high quality services to all its customers and staff, irrespective of their individual backgrounds. We constantly review our services to make sure that nobody is discriminated against or receives different treatment because of who they are. Where we find any barriers that prevent customers accessing our services, we will work to remove them.

We aim to comply with the requirements of the law and are constantly looking to improve our performance by seeking out good practice.

We provide practical support to any tenant suffering from hate crime, discrimination, harassment or racially motivated incident.



We also work with our contractors and suppliers to ensure their commitment to equality and diversity.

If you need information to be made available in another format, such as large print, audio tape or CD, Braille or another language, we will do what is reasonable to provide this information.

We will also provide interpreters for customers who do not have English as a first language. For customers who are hearing or visually impaired, we can assist with signers, interpreters and other communicators.

LMH aims to deliver the highest level of customer care and customer satisfaction, making sure that all customers and staff receive a fair and equal service. To achieve this, we monitor all aspects of the services we provide and are constantly looking at ways to improve.

You can help us by telling us where you think we are doing well, where we are going wrong and what we can do to put things right.

## Translation, braille, audio tape and large print available on request. Call LMH on 0151 235 2328.

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کئے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন  
अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

### Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

### North West Area Housing Office:

3 Mark St, Liverpool L5 0RF

Tel: 0800 678 1892

### North Area Housing Office:

3 Falklands Approach, Off Parthenon Drive, Liverpool L11 5BS

Tel: 0800 678 1892

### East Area Housing Office:

Unit One, Montrose Business Park, Edge Lane, Liverpool L7 9PX

Tel: 0800 678 1891

### West Area Housing Office:

172 Park Road, Liverpool L8 6SJ

Tel: 0800 678 1893

### South Area Housing Office:

4 Smithdown Place, Liverpool L15 9EH

Tel: 0800 678 1893

### Repairs:

Tel: 0800 678 1894

Email: [info@liverpoolmh.co.uk](mailto:info@liverpoolmh.co.uk)

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)



*Pride in Our Homes, Proud of Our Neighbourhoods*