

Equal opportunities



LMH is committed to promoting equality of opportunity, tackling discrimination and valuing the diversity of both our staff and the communities we serve.

We recognise that some people can be at a disadvantage because of their race, age, disability, religious beliefs, gender or sexual orientation. There are laws to protect the rights of these groups. We fully support these laws and back them up with various policies to make sure that we, and anyone we employ, treat all our tenants, staff, representatives or agents equally.

We have an Equality and Diversity policy which is incorporated into all of our policies and procedures.

A fair service

We collect statistics about people to check that our equal opportunities policies are working (for example, if you apply for re-housing, you are asked to fill in an equal opportunities monitoring form). We continually review our policies to make sure all applicants and residents get a fair and equal service. Statistics aren't used to give one group an unfair advantage or a faster service. They are used to make sure that everyone has equal access to services.

You can report any incident to us where you feel that you have been discriminated against by LMH staff or a representative or agent of LMH.

- We are constantly looking at ways of improving our services and accept we don't always get things right.
- You can help us to improve by telling us what you think we do well, where we are going wrong and what we can do to put things right.

Evicting those causing harassment

People have a right to the quiet enjoyment of their home and to live in communities without suffering from nuisance or harassment. We take swift action if a tenant, or anyone living with them or visiting them, harasses someone because of their race, gender sexuality, religious belief, age or disability. A tenant causing nuisance or harassment is breaking their tenancy agreement and faces eviction from their home. Tenants are also responsible for the actions of any member of their household, visitors and guests.

How to get help

If you are suffering racial harassment, or you feel you have been discriminated against, in the first instance you can contact the Racial Harassment hotline on 0800 731 3200 or your neighbourhood housing office.

If you want to make a complaint about our service, you can use our formal complaints procedure.

You can also get independent advice from law centres for special interest groups (for example - women's groups, black people groups and disabled people groups).

Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

Repairs:

Tel: 0800 678 1894

www.liverpoolmutualhomes.org

