

## Finding Out More

If you want to find out more you can contact us in a variety of ways (see next page for details).

For information on our facilities for people who don't speak English or have sight or hearing difficulties see our booklet 'How to get Information or Help from Wigan & Leigh Housing'. This is available in all our offices or we can send it to your home.

Please ask us if you would like a copy of our full Equality & Diversity Plan or any other information.

If you have any comments on how we can provide a more fair housing service please let us know. The booklet 'How to get Information or Help from Wigan & Leigh Housing' explains how you can do this.



## Contact Details

Wigan & Leigh Housing  
50 Millgate  
Wigan WN1 1YR

Telephone: (01942) 827990  
Minicom: (01942) 827727  
Fax: (01942) 828116  
E-mail: [equality@walh.co.uk](mailto:equality@walh.co.uk)  
Website: [www.walh.co.uk](http://www.walh.co.uk)

## Getting More Involved

If you are interested in being more involved in helping us to deliver a fair service, there are a variety of ways you can do this. For more information please contact our Tenant Participation Team on one of our **freephone** numbers:

Leigh Homes: 0800 032 1451  
Wigan Homes: 0800 389 7652

In this document, please replace any mention of 50 Millgate with the new address of Unity House, Westwood Park Drive Wigan, WN3 4HE



# A Fair Housing Service For All

Equal Opportunities Leaflet



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## Introduction

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The aim of this leaflet is to tell you how Wigan & Leigh Housing intend to deliver a fair housing service for all. We will do this in the following ways:

### For Our Tenants and Customers

All our tenants and customers have the right to a high quality service whoever they are and wherever they come from.

We aim to deliver a fair service by:

- Regularly looking at what we do and how we do it, making sure that we do not treat people differently because of their:
  - ◊ Age
  - ◊ Disability or any other personal characteristics or distinguishing features
  - ◊ Ethnic background
  - ◊ Gender
  - ◊ Religion
  - ◊ Sexuality

- Ensuring our policies and services comply with the law and good practice.
- Training our staff, Board members, tenant representatives and other relevant groups on good practice to prevent unfairness.
- Spending time and money on making sure that we provide services fairly.
- Involving customers in:
  - a) Letting us know what is wrong and how we can put it right.
  - b) Agreeing targets that will make sure services are delivered fairly.
- Regularly letting everyone know how near we are to reaching our targets.
- Making sure our buildings and services are easily accessible.
- Ensuring we have a way of communicating with people who speak other languages or have hearing or sight difficulties.
- Working with our contractors to ensure they deliver a fair service on our behalf.
- Acting on any unfairness we find and making sure that it does not happen again in the future.

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## For Our Employees

We will:

- Ensure all employees treat each other with dignity and respect.
  - Strive to create a workplace that is free from discrimination and harassment.
  - Regularly review recruitment, selection and training procedures to ensure they are fair.
  - Guarantee disabled people an interview where they meet the job specification.
  - Continue employing, wherever practicable, people who become disabled during their employment and assist in their retraining.
  - Ensure our staff are aware of their equal opportunity rights and responsibilities.
  - Act on any evidence of unfair employment practice.
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