

### How to Contact Us

**Customer Services Team - Tel: 01736 331799 Fax: 01736 331647**  
**E-mail: [contact@penwithha.org.uk](mailto:contact@penwithha.org.uk)**  
**[www.penwithha.org.uk](http://www.penwithha.org.uk)**

Repairs Hotline - FREEPHONE 0800 592238

PHA Emergency line - FREEPHONE 0800 592238 (5.00pm to 9.00am)

Rent Arrears - FREEPHONE 0800 0279880

Energy Advice - FREEPHONE 0800 7837226

### Head Office

**Penwith Housing Association Ltd**  
**67 Morrab Road**  
**Penzance Cornwall**  
**TR18 2QJ**

### More Information on Equality & Diversity

More information on Equality & Diversity is available on our website and publications available from us:

- PHA Tenants' Handbook and Repairs Handbook
- PHA Information Leaflets
- PHA Newsletters
- Tenancy Agreement
- The Housing Corporation's Tenants Guarantee

We can provide translation of the information contained within this leaflet



## Why should I read this leaflet?

Penwith Housing Association is committed to delivering services and conducting its business in a way that is both sensitive and responsive to differences in the needs and preferences of the various communities in which it operates.

Our aim is to:-

- Achieve best practice in quality and diversity in both employment and our service provision
- Comply with legislation and best practice guidance
- Adhere to the requirements of the Housing Corporation Regulatory Code.

## What does equality and diversity cover?

The community we serve is made up of a wide range of people. We need to be able to give fair and reasonable access to our services to anyone, regardless of their age, sex, disability or ethnic origin.

For this reason, the Association is examining its policies and practices to assess their impact on the community and has an Action Plan to deliver improvements over the coming months.

## What if I feel discriminated against?

The Association has a Complaints policy (see separate leaflet) and a Harassment policy (see separate leaflet) which outline the procedures for reporting such matters and how they will be dealt with.

The Association will not tolerate discrimination on any grounds and will take action swiftly to deal with any such occurrence.

## How is Equality & Diversity monitored?

The Association has a policy and Action Plan which are reviewed and monitored by an Equality & Diversity panel. This panel is made up of staff and includes people from different groups to reflect and involve community interest.

## The following areas are monitored:-

- Lettings
- Tenant satisfaction
- Dealing with racial harassment
- Staffing
- Governing body membership
- Tenant and Resident Association membership
- Employment of contractors, consultants and suppliers

The Board also reviews the monitoring statistics on a quarterly basis and sets the targets annually.

## How does the Association demonstrate its commitment?

We are members of the West Cornwall Diversity Group, Campaign for Race Equality in Cornwall and have Board member representation at Age Concern, CAB and Womens Aid.

We train all our staff by induction and refresher courses on Equality & Diversity awareness.

We have access to minicam and the use of LanguageLine.

We are committed to the Positive about Disabled People initiative.

We are working towards achieving disabled access at all of our properties.

## Where do I go for help and advice?

In the first instance, contact our Customer Services staff on 01736 331799 or visit our offices in person at 67 Morrab Road, Penzance.

The following groups help and advise in related areas:-

- Cornwall Race Equality Council
- Citizens Advice Bureau
- Access Cornwall
- Age Concern, Truro