



# WM Housing Group

WM Housing Group is a social housing business, managing 24,000 homes in the West Midlands area and wishes to be more than just a landlord. We want to create places where people are proud to live and work.

We believe that everyone should have the opportunity to live in a decent home and that every customer should have a service that meets their diverse needs.

## Our Diversity Pledge

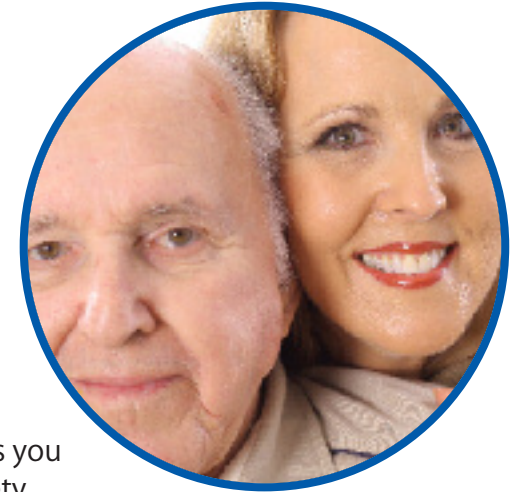
In order to create a place that you are proud to live in, we aim to:

- Provide excellent, fair, equal and accessible customer services.
- Place you and keep you at the centre of our business
  - Listen to what you tell us
  - Understand your needs as a customer and try to meet them
  - Respect you
  - Value differences
  - Be honest in our dealings
  - Keep you informed
  - Seek ways to enhance your community



## Tackling Social Exclusion

We want you, as our customers to have access to the full range of opportunities that are available to the general population. This includes educational, financial and employment opportunities as well as social and emotional well being activities that allows you to fully participate in society.



We have specific projects for financial inclusion that could link you with financial advice to help improve your financial situation or you could get help to access training or employment.

We also want to support you to overcome technological exclusion. Not being online or avoiding the internet could mean you are missing out on cheaper bills or finding new social networks.



## The Equality Act 2010

WM Housing has a policy and strategy to ensure that it complies with the Equality Act 2010. This is legislation designed to protect the rights of individuals, it protects them from unfair treatment and promotes a fair and more equal society.

It protects people from discrimination on the grounds of:

1. Age
2. Disability
3. Race
4. Religion or belief
5. Gender reassignment
6. Sex and Sexual Orientation
7. Marriage and civil partnership
8. Pregnancy and maternity



## Communication

We want to be able to communicate in a way that suits you. This is why provide our news and information in a range of formats, our leaflets come in different languages, we offer Braille and audio versions of documents, have websites with browse aloud audio reader and Google translate, there is level access and hearing loops in our offices and we provide a language line translation service, amongst many other things.

We also provide accessible housing officers and Out of Hours and Response Teams but please tell us if we could do more.



## What we want from you:



- To tell us if we are not doing what we pledge
- To treat us, your home and neighbourhood with respect
- To provide us with information about yourself and your family so that our service can meet your needs
- To be honest with us and keep us informed
- To seek ways to enhance your community
- Get involved with decision making

**For more information on any Equality & Diversity issue please contact Joy Warren on 024 7676 7099 or email [joy.warren@wmhousing.co.uk](mailto:joy.warren@wmhousing.co.uk)**

