

Equality, Diversity & Inclusion



GGHT aims to deliver an excellent service to you and make sure that you are treated fairly and equally according to your individual need.

We recognise that there are some individuals and groups who are disadvantaged and we will uphold all of the relevant laws and regulations governing Equality & Diversity.

We will offer you and all of our customers, equality when providing our services, and we will not accept the harassment or intimidation of any individual or group.

We will aim to make sure that the services we provide include everyone and meet

your needs and those of other customers. We continually aim to offer a service that recognises, respects and responds to your needs.

As well as this, we recognise that you and other customers are individuals and have many different needs. We will aim to provide an excellent customer service and identify all our customers' needs and wants.

Our Single Equality Scheme also known as 'Working Together,' sets out our approach. It describes the framework within which we operate and provides details on actions which we are taking in order to continually further embed the principles of equality and diversity across GGHT.



To hear more

If you would like to hear more about the steps we will take to ensure equality & diversity are embedded into each process of GGHT; please contact Cam Kinsella free on **0800 25 26 27**.



Customer Conduct

GGHT has a single equality scheme also known as 'Working Together.'

The principle of the scheme is that GGHT staff, contractors, stakeholders, residents, the Board and YOU our customers need to work together to ensure equality, diversity and inclusion are really at the heart of everything we do. We have expectations on how you should conduct yourself once you become a GGHT customer and you agree to these expectations once you sign your tenancy agreement.

GGHT does not except discrimination, victimisation or harassment in any form towards any other tenant, member of GGHT staff or any external contractor carrying out the investment programme.

If a tenant is found to be exhibiting discriminative language or behaviour, this will be in breach of GGHT's tenancy agreement and action will be taken which may result in the eviction of the tenant.



Access to information

GGHT is committed to ensuring equal access to all of our services and in removing barriers to accessing our services.

We want to ensure that all of our customers can obtain information on the investment programme in their preferred format such as in Braille, EasyRead format, picture format, large print, on coloured paper, in another

language, BSL, explained to you by GGHT staff or on audio CD.

GGHT want to make the process of changing information into your preferred format quick and simple to complete so if you **call us on 0800 25 26 27** and let a member of GGHT staff know which document you require they will arrange this for you free of charge.