



simply
affordable
homes

Equality, Diversity & Inclusion (EDI) Policy

Company No: 11567414
Registered Provider No: 5094
Version 2.2 – September 2025

Simply Affordable Homes RP (SAH) Limited

EQUALITY, DIVERSITY & INCLUSION (EDI) POLICY

1 Introduction

- 1.1 Simply Affordable Homes (SAH) is a landlord committed to being a diverse and inclusive organisation, that puts our customers at the heart of all we do. We believe that Equality, Diversity and Inclusion (EDI) are integral to our operations, guiding the decisions we make and ensuring our services are fair, high-quality and accessible to all.
- 1.2 We are aware of our statutory responsibilities for equal opportunity and are committed to the equality of opportunity to all **protected characteristic** groups as outlined within the **Equality Act 2010**.

2 Aims & Objectives

- 2.1 We aim to provide services that consider the diverse needs of the communities in which we work.
- 2.2 We (SAH and our Property Managers) will achieve this by:
 - Embedding EDI into all we do, using data to inform our decisions at all levels.
 - Growing an inclusive culture based on mutual trust, respect, and dignity; a culture where people feel able to be themselves, included, and can thrive
 - Taking a zero-tolerance approach to any form of discrimination, harassment, or victimisation, working to create a safe environment for employees, customers, partners, and other key stakeholders.

3 Legal and Regulatory Framework

- 3.1 The Equality Act 2010 is a key piece of legislation designed to protect people from discrimination, harassment, and victimisation in the workplace and in wider society. The Act covers nine protected characteristics:
 - Age
 - Disability
 - Gender reassignment (also widely known as gender identity)
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race
 - Religion or belief

- Sex
 - Sexual orientation.
- 3.2 We also acknowledge the duty to protect other groups of people who may experience discrimination, for example, based on their socio-economic backgrounds, caring responsibilities. We recognise the principle of intersectionality, where overlapping social identities combine to create unique experiences of both privilege and oppression or individuals.
- 3.3 The Public Sector Equality Duty (PSED) 2011, created under the Equality Act 2010, outlines general duty principles we must adopt. In exercising our functions, we will have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
 - Advance equality of opportunity between people who share a protected characteristic and those who do not
 - Foster good relations between people who share a protected characteristic and those who do not.
- 3.4 The Regulator of Social Housing expects all landlords to comply with its Governance, Viability and Consumer standards, including the Transparency, Influence and Accountability Standard (April 2024). In line with these expectations, our adopted Code of Governance stipulates how equality and diversity are integral to our operations.
- #### 4 Definitions
- 4.1 Equality is about ensuring people have equal rights and opportunities, creating a level playing field so that no one is disadvantaged.
- 4.2 Diversity refers to the differences both within and between groups of people, as well as the characteristics that define them as individuals.
- 4.3 Inclusion is the practice of ensuring that people are not segregated, isolated or marginalised in services and the community. This requires us to provide personalised responses to meet people's needs.
- 4.4 Direct discrimination is when you treat someone worse than another person because they either have a protected characteristic, you think they have that protected characteristic, or they are connected to someone with that protected characteristic

- 4.5 Indirect discrimination happens when there is a policy or practice that applies in the same way for everyone but disadvantages a group of people who share a protected characteristic. If this happens, you must show that there is a good reason for the policy.
- 4.6 Equality Impact Assessments are an evidence-based approach designed to help organisations ensure their policies and practices are fair and do not discriminate against people on the grounds of the protected characteristics.
- 4.7 Harassment occurs when you engage in unwanted (meaning unwelcome or uninvited) behaviour which is related to a protected characteristic, and which has the purpose or effect of violating someone’s dignity, or creating an intimidating, hostile, degrading, or offensive environment.
- 4.8 Victimization is treating someone badly because they have done a ‘protected act’ or you believe they have done a ‘protected act.’ A protected act means:
- Making a claim of discrimination.
 - Providing evidence or information to someone else to make a claim.
 - Making an allegation that you or someone else has breached the Equality Act.
 - Doing anything else for the purpose of or in connection with the Equality Act

5 Policy Actions

5.1 Service Delivery and Accessibility

- 5.1.1 Our Property Managers provide equal opportunities in housing and services, including access to quality housing, service delivery, complaint resolution and have a zero-tolerance approach against harassment.
- 5.1.2 Our Property Managers offer a range of ways to access our services, including providing translation, transcription and interpreting services as needed. We will also make reasonable adjustments to ensure disabled customers have equal opportunities and full access to our services.
- 5.1.3 Our Property Managers’ communication is tailored to reflect customers’ diversity, ensuring all information is clear, accessible, relevant and timely.
- 5.1.4 Our Property Managers respect gender identity by using correct pronouns, titles and names, and will update our systems and communications as required.
- 5.1.5 Our Property Managers recognise the equal rights of same-sex partner relationships in our tenancy agreements and leases.

- 5.1.6 We (SAH and our Property Managers) respect, and where possible, accommodate the religious practices of our customers.
- 5.1.7 Our Property Managers prioritise requests from customers with support needs and vulnerabilities, especially when dealing with repair requests or reports of anti-social behaviour.
- 5.1.8 We (SAH and our Property Managers) recognise that anyone can be a victim of Hate Crime and/or Domestic Abuse and will actively support victims and survivors in line with our Domestic Abuse Policy.

5.2 Customer Engagement and Feedback

- 5.2.1 Our Property Managers regularly engage with residents to understand how we are doing to ensure that our services meet their needs and individual perspectives and use this feedback to inform improvements in line with our Resident Involvement Policy.
- 5.2.2 Our Property Managers gather data on diversity at each tenancy commencement. By mutual agreement, we will retain, update and securely manage information about our customers, in line with UK GDPR.
- 5.2.3 Recognising that a proportion of residents in our geographical areas first language may not be English and awareness that verbal complaints are frequently miscategorised or dropped due to language barriers, our Property Managers offer translation services to all our customers and communicate this with them at every stage of the complaints process.
- 5.2.4 We (SAH and our Property Managers) regularly review existing practices; service take up and satisfaction and analyse monitoring data to identify and address any unintended negative impacts.

5.3 Workplace Culture and Training

- 5.3.1 Savills Investment Management (SIM) provide regular training on EDI to embed SAH employees' understanding of EDI principles and promote respectful and inclusive behaviour.

6 Responsibilities

- 6.1 The Board of SAH has a key role in ensuring that EDI are championed throughout the organisation. This includes providing strategic oversight, setting policy direction and ensuring the necessary resources are in place for implementation.

6.2 The Executive are responsible for the day-to-day implementation of this policy. Their duties include promoting a culture of respect and inclusion; ensuring employees receive appropriate EDI training and development and leading by example in their commitment to EDI principles.

6.3 All employees have a positive responsibility to comply with the terms of this policy and a personal obligation to ensure that its terms are put into effect. Employees are required to be responsive and to act promptly should they become aware of any harassment or discrimination.

7 Dealing with Policy Breaches

7.1 Any breaches of this policy should be reported to the Director of Operations, the Head of Housing and/or the Head of Governance.

7.2 SAH will take steps to ensure that any complaint involving a claim of alleged discrimination and / or harassment is investigated thoroughly. Any member of staff or service provider who is found to be in breach of our policy will be subject to disciplinary action, up to and including dismissal.

7.3 SAH will take all reasonable steps (including but not limited to disciplinary action) to protect its employees and service users from discrimination which is within its control.

8 Related Policies and Strategies

8.1 This policy directly supports, and is supported by, other policies, procedures and strategies that we have in place. These include but are not limited to:

- ASB Policy
- Complaints Policy
- Lettings Policy
- Neighbourhood and Community Policy
- Property Maintenance & Compliance Policy
- Responsive Repairs Policy
- Safeguarding Policy

9 Review Schedule

9.1 We will conduct a formal review at least annually to ensure our commitments are being met and that the policy remains compliant with all relevant legislation. Reviews may also be conducted more frequently in response to specific incidents, new feedback, audit findings or changes in legislation.

9.2 The review process will be informed by a range of evidence, including:

- An analysis of customer diversity data.
- Feedback from customers, including complaints and compliments received related to EDI.
- Reports on the implementation of action plans arising from previous reviews.
- Employee training records.

9.3 We will use the findings from the review to identify areas for improvement and adjust our policy actions as needed.

Appendix 1 – Revision History

Date	Version	Comments / Changes
July 2025	1.0	Initial version
Aug 2025	2.0	CT Review and changes
Sept 2025	2.2	Board Changes

