

Equality in Housing

Service Standard



- 🔑 You can expect fair treatment from all our staff regardless of your age, race, sex, disability or sexual orientation
- 🔑 We will do everything in our power to ensure that discrimination does not take place in our neighbourhoods and you are encouraged to report any incident to us
- 🔑 Our offices have wheelchair access
- 🔑 We will use plain language in our letters and leaflets
- 🔑 We will provide information in Braille, on audio tape or in large print. A signer can be arranged for the hard of hearing
- 🔑 We subscribe to Language Line. This service is available to our customers whose first language is not English. We can provide an interpreter to help
- 🔑 We monitor our performance in this area
- 🔑 Where you are the victim of harassment and would like to move we will assist you

Racial Harassment

A racist incident is any incident which is perceived to be racist by the victim or any other person

This can include verbal abuse, damage to property, graffiti, threats or physical attack. Anyone found responsible of racial harassment is in breach of their tenancy conditions.

If you or a member of your family are racially harassed, we will investigate it thoroughly and do everything possible to stop it.

**TENANT
APPROVED**

This document has been
approved by
The Publications Focus Group

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a Complaints Form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Tel No. 01623 608925

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops (Mon to Thur 9.00am to 5.00pm, Fri 9.00 am to 4.30pm)

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

Any Ashfield Homes information is available in large print, audio, Braille and other languages. Please contact on 01623 608925 or Text phone 01623 608986.

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમસની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)