

EQUALITY AND DIVERSITY POLICY

JANUARY 2026

1. OBJECTIVE OF THIS POLICY

1.1 Quadrant Brownswood Tenants Co-op (QBTC) strives to be an equal opportunities organisation.

Equality of opportunity is about people. Consequently, our aim is to develop a community in which people can have personal dignity and realise their potential.

1.2 This means that:

- In provision of its housing services, QBTC will seek to ensure equality of opportunity and treatment for everyone.
- QBTC will ensure equality of opportunity and treatment for all irrespective of their background, disability, ethnicity, race, religion, age, size, accent, colour, sex, sexual orientation, culture or other individual characteristics. We shall ensure that, in relation to the management of our business, the allocation of our accommodation and the provision of services to our members, we do not intentionally or unintentionally unfairly treat or discriminate against people.
- In carrying out its responsibilities and in all other activities, QBTC will operate fair and anti-discriminatory policies and procedures.

1.3 QBTC aims to ensure:

- that it is representative, democratic and accountable
- equality of opportunity in consultation with its members and in encouraging participation
- that it promotes and encourages active membership by all individuals and sections of the community
- positive steps are taken to tackle, stop and avoid any discrimination
- a fair, appropriate and high quality service is provided to all members
- that it creates and maintains the reputation for being a good equal opportunities organisation..

2. LEGISLATIVE AND OTHER REQUIREMENTS

2.1 QBTC is committed to ensuring equality of opportunity and access to all of its services. In doing so it will have regard to the following list of relevant equal opportunities legislation

- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Human Rights Act 1998
- Housing Corporation regulatory and other guidance
- Guidance from the E.O.C.
- Guidance from the Disability Discrimination Commission
- Guidance from the Confederation of Co-op Housing & National Housing Federation
- [Social Housing \(Regulation\) Act 2023](#)
- Other relevant legislation & European directives

3. PROCEDURES FOR ENSURING QBTC IS REPRESENTATIVE, DEMOCRATIC AND ACCOUNTABLE

3.1 On admission to membership, all members will be directed to QBTC's page on the website of the Co-op's managing agent which gives information on the Co-op's rules, policies and procedures.

In particular, new and existing tenants will be kept informed about:

- How members may stand for election to the Management Committee (MC) of QBTC, and how and when they have the opportunity to elect the MC
- Details about the frequency of meetings and the procedure by which members can call a Special General Meeting
- The Co-op's Anti-Social Behaviour Policy and Complaints Procedure
- The requirement for all of QBTC's activities to be governed by good equal opportunities practices.

3.2 QBTC will ensure that it consults with all its members through General Meetings, Newsletters, and through occasional surveys on satisfaction with the Co-op's Repairs Service.

Minutes of all General meetings will be provided to all members electronically or by post.

4. THE MANAGEMENT COMMITTEE & EQUAL OPPORTUNITIES OBLIGATIONS

4.1 The Annual General Meeting and elections to the MC will be notified to all members in advance by individual invitation

4.2 All members are instructed to declare any relevant interests and to abide by the Members Code of Conduct which governs behaviour at meetings

4.3 All members are expected to operate in a non-discriminatory manner and QBTC, as a whole, has a duty to tackle discrimination within the organization

5. HOW BREACHES OF POLICY WILL BE HANDLED

5.1 All members are expected to adhere to an agreed Members Code of Conduct that concerns behaviour at meetings and the treatment of confidential information.

5.2 Complaints received from any member regarding the conduct of individual members will be investigated according to the Co-op's Complaints procedure.

6. MONITORING THE EQUAL OPPORTUNITIES POLICY

6.1 QBTC will strive to undertake monitoring in all key areas of its activities to ensure the effectiveness of its equal opportunities practice. Key areas of monitoring will include:

- Membership - ensuring that QBTC's membership is accessible to all sections of society who are eligible for social housing and that it is representative of the community in which its properties are located.
- Management Committee - QBTC will regularly encourage active participation in its MC to ensure that its MC is representative of the membership.
- Complaints - QBTC will monitor the types of complaints it receives and their outcomes to ensure that all complainants are treated equally.
- Allocations - QBTC will regularly review which groups of people are applying for membership and transfer and being housed and rehoused.
- Repairs – QBTC aims to provide an efficient and cost-effective repairs service to all tenants. The Co-op will ensure that all contractors on its approved contractor list are aware of the co-op's equal opportunities policy (and the managing agent's equivalent policy) and abide by it. The Co-op will review the performance of contractors through feedback received by the managing agent on satisfaction with work carried out, noting any particular concerns raised by tenants.

6.2 Any breaches of QBTC's Equality & Diversity Policy will be reported in its Annual Report and Accounts along with its yearly performance information which is made available to all members at the Annual General Meeting.