

## Useful contacts

**Age Concern** - help & advice for over 50's  
**0800 009966** [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**Citizens' Advice Bureau**  
**0844 477 4788** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**DIAL** - the disability advice network  
**(0113) 214 3630** [www.dialuk.info](http://www.dialuk.info)

**Leeds Homes** - applying for housing association or council housing in Leeds. They have information on their website in these languages: *Arabic, Bengali, Chinese, Czech, Farsi, French, Kurdish, Polish, Punjabi, Tigrinya* and *Urdu*.  
You can also ask for their forms in large print.  
**(0113) 222 4413** [www.leedshomes.org.uk](http://www.leedshomes.org.uk)

**Multikulti** - information on debt, employment, health, education, immigration and racism & discrimination, in the following languages: *Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujerati, Portuguese, Somali, Spanish, Turkish* and *Urdu*  
[www.multikulti.org.uk](http://www.multikulti.org.uk)

**SANELINE** - helpline offering practical information, crisis care and emotional support to anyone affected by mental health problems  
**0845 767 8000** [www.sane.org.uk](http://www.sane.org.uk)  
Open: 6pm - 11pm each day

**Stonewall** - lesbian, gay & bisexual charity  
**0800 050 20 20** [www.stonewall.org.uk](http://www.stonewall.org.uk)

**STOP HATE** - 24-hour hate crime reporting hotline  
**0800 138 1625** [www.stophateuk.org](http://www.stophateuk.org)

**West Yorkshire Police**  
**0845 606 0606** [www.westyorkshire.police.uk](http://www.westyorkshire.police.uk)

Please tell us if any of this information is out of date.

## Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

## Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at [uha@unityha.co.uk](mailto:uha@unityha.co.uk).

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

## Our contact details

Unity Housing Association  
113-117 Chapeltown Road  
Leeds LS7 3HY

 **(0113) 200 7700**

Email: [uha@unityha.co.uk](mailto:uha@unityha.co.uk)

Web: [www.unityha.co.uk](http://www.unityha.co.uk)



**Equality & diversity**



**Making sure that everyone has equal access to our services**

**Leaflet 16  
Version 2 - Nov 2009**

## Equality and diversity

All housing associations have to show a commitment to equal opportunity. They must work towards the elimination of discrimination and demonstrate an equitable approach to the rights and responsibilities of all individuals. They must promote good relations between people of different racial groups.

## Our Black & Minority Ethnic (BME) status

Unity is a Black & Minority Ethnic (BME) housing association. This does not mean that we treat certain groups better than others - we are open to all and treat everyone according to their needs.

We were set up in the late 1980's because people from BME groups were more likely to be living in poor housing - this is still the case today. We helped to give BME residents more choice in where they lived, by encouraging them to move to new multi-cultural estates in traditionally white areas.

*“ I can now gladly confirm that me and my children are now settled. We are so happy. We got an exceptional welcome from our immediate neighbours and it was a first for us since we got to the UK. ”*

A new tenant describing what it was like to move to a Unity estate

The majority of the members of our Board of Management are BME and we continue to promote the needs of BME communities in many ways.

## Frequently asked questions

**Q: Is your office wheelchair-accessible?**

**A:** Yes it is. If you need any extra help (like home visits because you find it hard to get to the office, or extra adaptations to your home), please ask.

## Information in different formats

Our tenants speak over 20 different languages. Because of this, we do not have translated copies of any of our written information. It is not a cost-effective use of our tenants' rent money.

We aim to use Plain English in all our written communication, so that it is easy for everyone to understand. We will find the best communication method for you and provide interpreters if you need us to. We are also happy to provide information in large print or on CD.

## Accessibility for everyone

Different people have different needs. If you have difficulty using our services, we will try to be flexible and creative to find a solution that suits you. Please let us know that you are having problems.

We do everything in our power to ensure that discrimination does not take place in the areas we work in and encourage you to report any incidents.

We monitor the number of lettings made to Black & Minority Ethnic (BME) groups, working with *Leeds Homes* to make sure that we house enough people in priority need.

We use a wide range of methods to involve and listen to our residents and monitor them to see if we reach everyone. We expect our White British and our BME tenants to be equally satisfied with our service.

**Q: Does Unity treat White British tenants equally or is it just for ethnic minorities?**

**A:** We do not give preference or better treatment to any ethnic group. What we do is promote thriving, multi-racial communities and this is something that our tenants really appreciate.

## Hate crime

This is discriminatory crime committed against you because of your race, colour, country of origin, religious belief, sexuality or disability. You can report it to us or call the 24-hour *STOP HATE* helpline on **0800 138 1625**.

The *STOP HATE* website at [www.stophateuk.org](http://www.stophateuk.org) has written information on how to report hate crime in *Albanian, Amharic, Arabic, Bengali, Chinese, Farsi, French, Kurdish, Polish, Portuguese, Punjabi, Russian, Somali, Swahili, Turkish and Urdu*.

All Unity tenants have signed a tenancy agreement that forbids them, their family or their visitors from harassing anyone else. Harassment can include verbal abuse, damage to property, graffiti, threats or physical attack.

If you or any member of your family are the victims of hate crime, this is how we can help you.

- We will investigate thoroughly and do everything practical to stop the harassment.
- We will take action against any of our tenants who we believe to be perpetrators of hate crime.
- We will make it a priority to remove graffiti quickly and repair any damage caused by hate crime to our property.
- If there is a risk of further harassment, we will see what we can do to make your home more secure.
- We will work with the police, the council's *Anti Social Behaviour Unit* or *STOP HATE* to try to stop the problems.

Please see our leaflet on 'Anti-social behaviour' for more information about how we can help.

**STOP HATE UK**

**STOP HATE CRIME**  
**0800 138 1625**  
**24 HOUR HELP LINE**