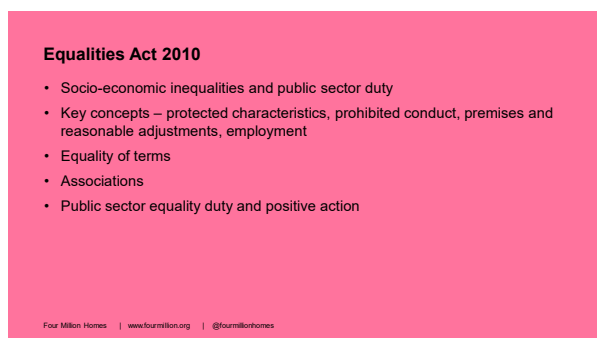




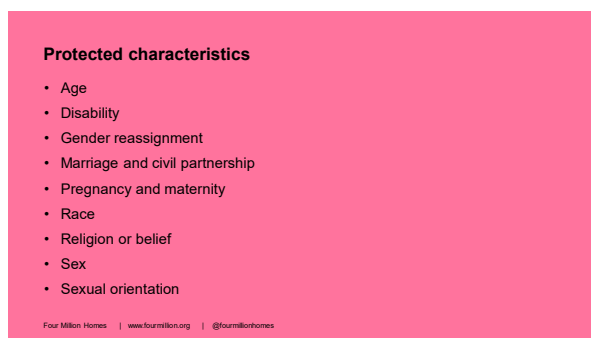
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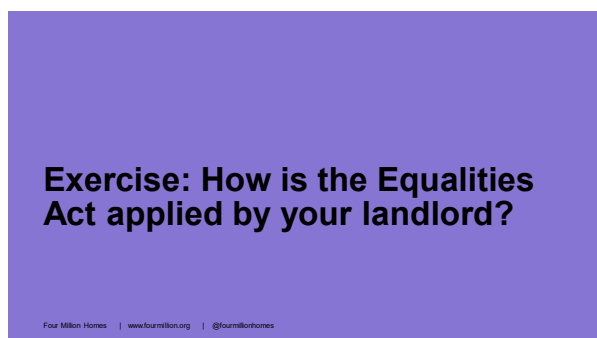
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6

Comfort break for 10 minutes

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Access to housing services

- Access to premises and employees
- Fair access to housing, lettings and exchanges
- Provision of services and reasonable adjustments
- Adaptations
- Resident involvement options, processes and structures
- Profiling and tailoring services
- Barriers to access and involvement
- Employment, contractors and service providers
- Positive action

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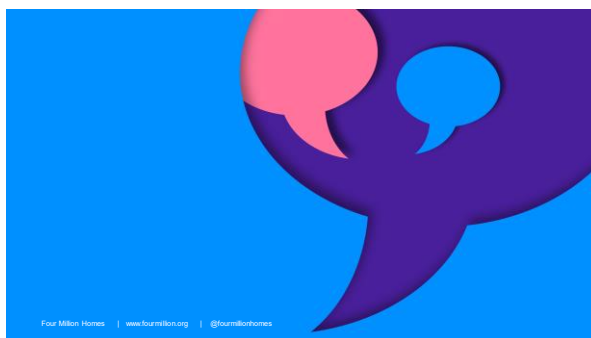
8

Equality and diversity policies

- Public sector duty – how does this apply to different types of landlord?
- Policy statement
- Prohibited conduct – discrimination and unfair terms
- Hate crimes
- Disability and reasonable adjustments
- Recruitment and selection
- Complaints handling
- Training and development
- Resident representation and voice
- Monitoring and reporting

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Thank You

For more info on anything you have heard here today, please check your handout, or visit our website and social media channels.

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CCH The Chartered Institute of Housing

PPCR Public Protection for the Private Residential Sector

HM Ministry of Housing, Communities and Local Government

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Evaluation Survey

<https://www.surveymonkey.com/r/FMHtraining2025>



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