



Friday Hill *Tenant Management Organisation Ltd*

Statement on equality and diversity

The Friday Hill Tenant Management Organisation was established as a beacon of community-driven property management. It is an organisation set-up by tenants and leaseholders to manage their housing and housing services. The TMO is an independent legal body and has a resident led board.

Our values are to manage homes in a high quality and cost-effective way, improve community spirit, enhance the quality of the neighbourhood and increase tenant satisfaction.

Our dedicated office located within the Friday Hill Estate ensures convenient accessibility for residents, offering face-to-face interactions and personalised assistance. Our mission is to be open to all people and equality, diversity and inclusion is at the heart of everything we do. Our continued dedication to equality of opportunity is embedded in our vision and principles:

Our equality and diversity principles

We continue to work hard to create an inclusive Tenant Management Organisation where:

- People are treated with dignity and respect
- Inequalities are challenged
- We anticipate, and respond positively to, different needs and circumstances so that everyone has equal access to our services
- We value diversity and we recognise that different people bring different perspectives, ideas, knowledge and culture, and that this difference brings great strength
- We believe that discrimination or exclusion based on individual characteristics and circumstances, such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) and sexual orientation should be challenged through positive action
- We expect commitment, involvement and the practical application of these principles from all our staff, board members, partners and providers of goods and services in working towards the achievement of our vision

To read our Equality and Diversity Policy please visit our website at

<https://www.fridayhilltmo.org.uk/>