

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Fairness.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل:
يتحدث هذا الكتيب عن العدل

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বামের টিক চিহ্ন দিন এবং নীচের ঠিকানায় এটা পাঠিয়ে দিন।
এই লিফলেটটি ন্যায় আচরণ সংক্রান্ত

Gujarati

આ ઈસતાવીજ તમુને બિજિ બોલી મા યા ચોપડી મા જુ વે ?
તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદ્દરેસ પર મોકલો
આ કાગરયુ નીયાય તવા સારુ છે

Hindi

क्या आपको इस दस्तावेज़ की ज़रूरत किसी दूसरी भाषा या फॉर्मट में है? अपनी ज़रूरत की भाषा या फॉर्मट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें।
यह पुस्तिका निष्पक्षता के बारे में है।

Polish

Czy potrzebuj Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres.
Niniejsza ulotka dotyczy przepisowego i uczciwego postępowania

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੇੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇਂ ਤੇ ਵਾਪਸ ਭੇਜੋ ਜੀ।
ਇਹ ਪਰਚਾ ਨਿਆਂ ਸਬੰਧੀ ਹੈ

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte?
Označte políčko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu.
Tento leták je o Férovosti

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuga ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.
Xaashidan waxay ku sa'absan tahay Cadaaladda.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دینے کے پتے پر بھیج دیں۔ یہ معلوماتی یہ معلوماتی پرچہ انصاف پسندی کے متعلق ہے



Tel: 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG

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Fairness

*equality of
opportunity for all*



THE ACCORD GROUP



Fairness

This leaflet explains the Service Standard that you can expect from us in treating everyone that we deal with fairly.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, by treating people as individuals and meeting their different needs. We aim to deliver **Excellence Through Innovation** and have devised a new approach in delivering 'Fairness'. We want to **Make a Difference** and ensure that we provide the services people need when they need them. We are **Committed to Communities** and ensuring that everyone is treated fairly, whatever their circumstances or background.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

You can also contact the individual associations within the Accord Group directly and through our websites at www.accordgroup.org.uk. Individual offices addresses and opening hours are on the inside back cover of this leaflet.



Our commitment to Fairness.

We will:

- Focus on the needs of each individual in providing our services
- Continuously listen to and understand our customers, asking people what help, support and/or guidance they feel they need to access our services
- Be pro-active in profiling and meeting the different accessibility needs of the people we serve
- Ensure our people treat each other and our customers with respect to build the trust, care and commitment necessary to deliver an excellent service to all
- Monitor and demonstrate how successful we are in acting fairly, making a difference and in meeting the needs of our local communities
- Always aim to exceed the requirements of the law
- Only work with contractors and other partners that share our commitment to Fairness

SERVICE STANDARDS: We will:

- Greet you promptly, be courteous and take your specific needs into account if we can
- Provide reception areas which are easy to get into and move about in
- Provide the information you need, in ways that you find easy to understand and access (including different formats such as audio, Braille, large print and EasyRead on request) and web-based or services accessible in other ways for those who are not able to visit our offices
- Provide translations and access to interpreters for languages other than English, including British Sign Language, on request

What we expect of others:

Treating everyone fairly is a two-way process. We believe that Fairness is the key to delivering excellent customer service. Fairness focuses on treating people how you would like to be treated, without labels, assumptions or preconceptions, while being aware and considerate of individual needs.



Making progress:

Each year we will review our progress against our Service Standard and set new annual goals and targets based on this review and what our customers tell us.

We will measure our progress by:

- Recording all requests for interpreters and documents in other formats
- Recording how many of our people undergo training (and refresher training) in Fairness
- Assessing the impact of Fairness in every new policy and existing policies when we review them
- Producing an Annual Report for our Boards and Committees and a summary for residents' panels on our Fairness Action Plan
- Monitoring complaints to see how our services can be improved
- Actively asking our customers, colleagues and partners how we have ensured Fairness in everything we do.

What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday