

## **Equality & Diversity Policy**

### **Statement of Intent**

Grey Orchid Properties Ltd is committed to promoting equality, diversity, and inclusion in all aspects of its business activities.

We aim to provide a fair, professional, and consistent service to all landlords, contract-holders, applicants, contractors, and third parties, ensuring that no individual is treated less favourably on the grounds of personal characteristics.

This policy is implemented in accordance with the **Equality Act 2010**.

---

### **Scope of the Policy**

This policy applies to all interactions carried out by Grey Orchid Properties Ltd, including:

- Property marketing and viewings
  - Applicant selection and referencing
  - Property management and communication
  - Engagement with contractors and third parties
- 

### **Equal Treatment**

Grey Orchid Properties Ltd will not discriminate against any person on the basis of:

- Age
  - Disability
  - Gender reassignment
  - Marriage or civil partnership
  - Pregnancy or maternity
  - Race (including nationality and ethnic origin)
  - Religion or belief
  - Sex
  - Sexual orientation
  - All individuals will be always treated fairly and with respect.
- 

### **Lettings & Property Management**

In carrying out lettings and management services, Grey Orchid Properties Ltd will:

- Ensure all applicants are treated consistently and fairly
  - Apply objective criteria when assessing applications
  - Not unlawfully discriminate in the allocation of properties
  - Provide reasonable adjustments where required for individuals with disabilities
  - Communicate clearly and respectfully with all parties
- 

### **Awareness and Responsibility**

- Ensuring compliance with equality legislation
- Maintaining awareness of best practice
- Applying this policy in all day-to-day operations

---

**Complaints**

Any concerns relating to discrimination or unfair treatment will be taken seriously and dealt with in accordance with the company's complaints procedure.

Where appropriate, complaints may be escalated to the Property Redress Scheme for independent review.

---

**Review**

This policy will be reviewed periodically to ensure it remains up to date with current legislation and best practice.