

Equality and Diversity-Opportunities for All

Our Commitment

Sentinel Housing Association is committed to treating everyone we come into contact with fairly.

We do not tolerate discrimination against any person on the grounds of race, ethnic origin, age, gender, disability, sexual orientation, marital status, faith, religion or any other matter which may cause a person to be treated with injustice. All our staff receive equality and diversity training.

We work with people across a wide area and in different communities and realise that their needs vary. If we do not meet your needs, some people may have difficulty in understanding the information we provide or using our services, we will offer you additional ways to obtain information and use our services.

Access and Communication

We:

- make sure that our customers who may have disabilities do not face any barriers in our offices
- have hearing loop facilities to assist our hearing impaired customers
- can arrange to provide our main documents on:
 - audio tape
 - computer disk
 - large print
 - Braille
- can arrange for an interpreter who will translate our conversation into your language over the phone or at the office
- can arrange to translate our information leaflets, newsletters or correspondence into your language
- can arrange for our conversation to be translated by a signer
- can support you in learning the English language
- can provide you with information relating to any aids or adaptations you may need for your home.

If you would like

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in large print, braille or translated please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile



Reporting Incidents

We do not tolerate incidents of prejudice, anti-social behaviour, domestic violence or harassment against persons or diverse communities and will take action against perpetrators and support victims. If you need to report an incident please contact us.

Resident Involvement

If you are interested in being involved and sharing your knowledge and experiences to help us meet your needs, please contact us.

Information

If you require any of the above, please contact us:



Call: Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile Monday to Thursday 8:00am - 5:30pm and Friday 8:00am - 4:30pm

Our office opening times: Monday to Thursday - 8:30am - 5:00pm
Friday - 8:30am - 4:30pm



Write to: Customer Service Centre, Sentinel Housing Association
56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG

or 11 Church Road, Fleet, Hampshire, GU51 3RH

Visit our website at: www.sentinelha.org.uk



Email: info@sentinelha.org.uk

Translation

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Cantonese

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

French

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Italian

Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.

Polish

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Portuguese

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

Tamil

இந்த ஆவணம் வேறொரு மொழியிலோ அல்லது வேறு வடிவத்திலோ தேவை என்று நீங்கள் விரும்பினால், அல்லது உங்களுக்கு மொழிபெயர்ப்பாளரின் தேவை இருந்தால், தயவு செய்து எம்மைத் தொடர்பு கொள்ளவும்.

Thai

หากท่านต้องการเอกสารนี้ในอีกภาษา หรือ รูปแบบอื่น หรือ หากท่านประสงค์จะใช้บริการของล่าม, กรุณาติดต่อเรา