



EQUALITY, DIVERSITY & SAFEGUARDING POLICY

Policy Statement

STK Property Management Ltd is committed to providing housing services that are **fair, inclusive, and safe**, particularly when working with **vulnerable tenants** referred by local authorities or partner agencies.

We operate in line with:

- **Equality Act 2010**
- **Housing Act 2004**
- **Safeguarding Vulnerable Groups Act 2006**

2. Equality & Diversity

We do not discriminate based on:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race, ethnicity, or nationality
- Religion or belief
- Sex or sexual orientation

All tenants, landlords, and service users are treated with dignity and respect.

3. Vulnerable Tenants

We recognise vulnerability may include (but is not limited to):

- Homelessness
- Physical or mental health conditions
- Domestic abuse survivors
- Learning difficulties

- Financial hardship
- Substance misuse recovery

We work closely with councils and support services to ensure appropriate housing and referrals.

4. Safeguarding Responsibilities

STK Property Management Ltd takes safeguarding seriously and will:

- Act on any concerns relating to tenant welfare
- Maintain professional boundaries
- Report safeguarding concerns to the relevant local authority or emergency services where required
- Cooperate with council safeguarding teams

5. Reporting Safeguarding Concerns

If a safeguarding concern arises:

1. Immediate risk → contact emergency services
2. Non-emergency concerns → notify the relevant council housing or safeguarding team
3. Record the concern factually and securely

Confidentiality is respected, but **safety takes priority**.

6. Staff Conduct & Training

- Staff and contractors are expected to behave professionally at all times
- Appropriate safeguarding awareness is maintained
- Any allegations of misconduct are investigated promptly

7. Accessibility & Reasonable Adjustments

We aim to make reasonable adjustments where required, including:

- Communication support
- Flexibility around appointments
- Working with support workers or advocates

8. Complaints

Any complaints relating to equality or safeguarding will be handled in line with our **Complaints Procedure** and escalated where appropriate.

9. Review

This policy is reviewed annually or following legislative changes.

Last reviewed: January 2026