

WRIGHTS.

WRIGHTS ESTATE
AGENCY (SOUTH
WALES) LIMITED

EQUALITY & DIVERSITY POLICY

WRIGHTS ESTATE AGENCY (SOUTH WALES) LIMITED

Version: 1.0

Effective From: 02.12.2025

Review Date: 31.12.2026

Approved By: Jack Wright, Director

1. Purpose of This Policy

At WRIGHTS., we're committed to treating everyone fairly - whether they're a prospective tenant (contract-holder), existing contract-holder, landlord, vendor, buyer, partner, contractor, or any member of the public engaging with our services.

This policy sets out how we make sure our lettings and sales services are delivered without discrimination, in line with:

- The **Equality Act 2010**
- The **Renting Homes (Wales) Act 2016**
- The **Rent Smart Wales Code of Practice**
- Relevant guidance from the Equality & Human Rights Commission

Our goal is simple: **every person who interacts with WRIGHTS. should receive the same level of respect, access, fairness, and professionalism.**

2. Who This Policy Applies To

This policy applies to all individuals acting on behalf of WRIGHTS., including:

- The Director and management
- Employees
- Partner agents
- Contractors, subcontractors, and service providers (photographers, inventory clerks, maintenance contractors, etc.)
- Anyone representing WRIGHTS. in communication with service users

All individuals must follow this policy when dealing with tenants, contract-holders, landlords, vendors, buyers, applicants, viewers, or any member of the public.

3. Our Commitment

WRIGHTS. will not discriminate, harass, or victimise any person based on the following **protected characteristics**:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race, colour, nationality, ethnic or national origins
- Religion or belief
- Sex or Sexual orientation

We adopt a **zero-tolerance approach** to discriminatory behaviour in any form.

4. How We Apply Equality & Fairness in Practice

4.1. Advertising & Marketing

- We will not use discriminatory language such as “no DSS”, “professionals only”, “no children”, or anything else that breaches the Equality Act.
- All property adverts, listings, and marketing materials are reviewed by the Director (or senior management) before being published to ensure compliance.
- We reject any landlord or vendor requests that would result in illegal discrimination.
- We ensure that property descriptions are factual, inclusive, and accessible.

4.2. Instructions from Landlords or Vendors

We do not accept instructions that discriminate against potential tenants or buyers.

Examples of instructions that WRIGHTS. will always refuse include:

- “Don’t let to people on benefits.”
- “We don’t want anyone with children.”
- “Avoid applicants of a certain nationality.”

If such a request is made, we will explain the law and advise the landlord/vendor that we cannot act on that instruction.

4.3. Viewings, Applications & Referencing

- Everyone is assessed individually, based on affordability, referencing, and suitability — never on protected characteristics.
- We make reasonable adjustments where needed (see Section 5).
- Applicants are never excluded based on disability, gender identity, age, religious beliefs, race, pregnancy, or any other protected factor.

4.4. Tenancy & Property Management

- All contract-holders receive the same access to repairs, communication, updates, and support.
- Maintenance prioritisation is based on safety and urgency — not on who the tenant is.
- We will not tolerate harassment, victimisation or discriminatory treatment by contractors or third parties acting on our behalf.

4.5. Sales Services

Our sales services follow the same principles:

- All viewers and buyers are treated equally.
- We do not disclose personal or sensitive information about vendors or viewers.
- We will not accept discriminatory instructions when marketing or negotiating offers.

5. Reasonable Adjustments (Accessibility)

We are committed to removing barriers so that disabled or vulnerable individuals can fully access our services.

Examples of reasonable adjustments we offer:

- Providing documents in alternative formats (larger print, digital copies).
- Offering home visits if someone cannot access the office.
- Allowing extra time for viewings, sign-ups, or communication.
- Providing information via the person's preferred communication method (email, phone, video call, written, etc.).
- Ensuring property marketing materials can be provided electronically for screen-reader accessibility.

We will always consider individual needs whenever practical and reasonable.

6. Confidentiality & Sensitive Information

In line with GDPR and Equality Act expectations, WRIGHTS. will:

- Not disclose any information relating to protected characteristics unless legally required.
- Not discuss a person's health, disability, nationality, religion, or family circumstances with third parties without consent.
- Ensure private/sensitive information visible during property visits is not recorded or shared.

7. Zero Tolerance on Harassment & Victimisation

We will not tolerate:

- Harassment or degrading behaviour
- Racist or discriminatory jokes, comments, or conduct
- Victimisation of anyone who raises a concern
- Contractors or partner agents behaving inappropriately

Any breach will be escalated for investigation and appropriate action.

8. Reporting and Handling Concerns

8.1. Reporting

Any tenant, landlord, client, or staff member can report concerns of discrimination or unfair treatment to:

Director: Jack Wright

Email: jack@wrightsagency.co.uk

8.2. Investigation Process

- All concerns will be acknowledged within 5 working days.
- The matter will be reviewed by the Director.
- Actions will be taken in line with WRIGHTS.' Complaints Policy.
- If required, the matter may be referred to an external body (e.g., Rent Smart Wales or the Equality & Human Rights Commission).

9. Staff & Contractor Responsibilities

Everyone representing WRIGHTS. must:

- Treat all service users fairly
- Avoid discriminatory language or assumptions
- Follow the advertising and marketing rules
- Keep sensitive information confidential
- Report any discrimination witnessed
- Make reasonable adjustments where required

Contractors must also follow this policy as part of their engagement with us.

10. Monitoring & Review

WRIGHTS. will:

- Review this policy annually or sooner if legislation changes.
- Update internal processes as required following Rent Smart Wales audits.
- Monitor adverts and marketing to ensure continual compliance.
- Provide refresher training to staff and partner agents when required.

11. Definitions (Short Form)

- **Direct discrimination:** Treating someone worse because of a protected characteristic.
- **Indirect discrimination:** Policies or rules that disadvantage a protected group without valid justification.
- **Harassment:** Unwanted behaviour that violates someone's dignity.
- **Victimisation:** Treating someone badly for raising a complaint or supporting someone else.

12. Version Control

Version: 1.0

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Details: Initial Use

Approved by: Jack Wright