

North View Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Non-Essential Repairs and Major Repairs where the Tenant is in Arrears Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Alison Main		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The aim of this Policy is to set out a clear framework for the Association's approach to non-essential repairs and major repairs where the tenant is in arrears. It also aims to encourage tenants to keep accounts clear and provide incentive for tenants that are in arrears to clear their arrears.		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	The Policy is intended to benefit tenants and staff by providing guidelines in terms of how arrears cases are dealt with by the Association in the context of non-essential repairs and major repairs.		
3. What outcomes are wanted from this policy / proposal ? <i>(e.g. the benefits to customers)</i>	The Policy outcome wanted is to ensure that there is clear operational guidance in place for our approach to cases.		
4. Which protected characteristics could be affected by the proposal? <i>(tick all that apply)</i>			
<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Marriage & Civil Partnership <input type="checkbox"/> Pregnancy/Maternity <input type="checkbox"/> Race			
<input type="checkbox"/> Religion or Belief <input type="checkbox"/> Gender <input type="checkbox"/> Reassignment <input type="checkbox"/> Sexual Orientation			

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

The policy has no adverse impact on any of the protected characteristics. The policy applies to all tenants who request non-essential repairs and are due major repair work to be carried out in their home. Sections below highlight additional support that is available for groups for whom English is not their first language.

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>		<p>Race: Tenants who are in arrears and for whom English is not their first language, may require additional support to ensure they understand the Policy.</p>
<p>7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</p>	<p>Race: The Association will ensure that tenants who are in arrears and for whom English is not their first language, are given appropriate support to help them understand the Policy. This includes use of interpreter services, arranging for documents to be translated into other languages etc.</p>	

Signed: Auson Main (Job title): Director

Date the Equality Impact Assessment was completed: 19th January 2024