

Equality and Diversity Policy

1. Policy Statement

Propertyline (includes Propertyline Letting Ltd and its subsidiaries) is committed to promoting equality, diversity, and inclusion in all aspects of our work. We aim to provide an environment where clients, tenants, landlords, staff, and contractors are treated with dignity and respect, and where unlawful discrimination, harassment, or victimisation is never tolerated.

We value diversity and recognise that inclusive practices strengthen our services and improve client experience. We are fully compliant with the **Equality Act 2010** and promote fairness regardless of:

- Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race (including colour, nationality, and ethnic or national origin)
 - Religion or belief
 - Sex
 - Sexual orientation
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2. Scope of the Policy

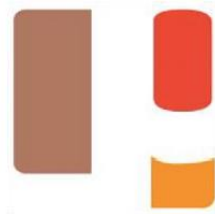
This policy applies to:

- All employees, contractors, and job applicants
 - All clients, customers, landlords, tenants, and business partners
 - All stages of our service provision, including marketing, viewings, applications, negotiations, and ongoing property management
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3. Our Commitments

We will:

- Treat all individuals fairly and without bias
- Provide services that are accessible and inclusive
- Actively challenge and prevent discrimination, harassment, and victimisation
- Ensure our marketing and materials do not contain stereotypes or discriminatory language
- Promote equal opportunities in recruitment, promotion, and training



- Consider reasonable adjustments for individuals with disabilities
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4. Service Provision

In providing estate agency and lettings services, we are committed to:

- Offering properties without discrimination or bias
 - Ensuring that all prospective tenants and buyers are assessed fairly and based on relevant criteria only
 - Working only with landlords and partners who support our equality values
 - Refusing to act on instructions that contravene anti-discrimination laws (e.g. a landlord refusing tenants based on race or religion)
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5. Employment Practices

We are an equal opportunities employer. Our hiring, promotion, training, and employment practices are based solely on merit and suitability for the role. We encourage applications from all backgrounds and strive to create a workforce that reflects the diversity of our community.

6. Complaints and Breaches

We take any complaint regarding discrimination or unfair treatment seriously. Any employee found to be in breach of this policy may face disciplinary action. Clients or customers who breach this policy may be refused service.

Complaints can be made confidentially to:

Equality and Compliance Officer

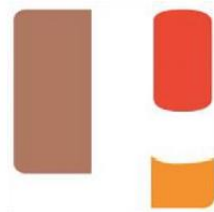
Chris Weston

Email: chris@epropertyline.com

01733 777788

All concerns will be investigated promptly and fairly.

7. Monitoring and Review



We will monitor the effectiveness of this policy and review it annually or in response to significant changes in legislation or best practice. Updates will be communicated to all staff and relevant stakeholders.

8. Training

All staff will receive regular training on equality and diversity to ensure they understand their responsibilities and are equipped to apply this policy in practice.

Contact

For further information or advice regarding this policy, please contact:

Chris Weston (Manager)

Email: chris@epropertyline.com

Phone: 01733 777788