

## Lone Female Policy

As an organisation that holds a duty of care for all our tenants, we are focused the safety of each and every one. We strive to ensure that we are particularly alert when it comes to the safety of our lone female tenants.

Our extra measures are:

- ✓ When initially viewing our great range of properties, we offer a same gender service on request. We have a number of excellent female members of the sales team.
- ✓ When allocating a single female a room, we do our utmost to ensure that they are placed in a room that is not directly next to any entrances and/ or exits to the building
- ✓ Never give out lone female's name or room numbers
- ✓ Offer a personal escort service on request to lone female's who book a late arrival slot (outside of our standard working hours)
- ✓ Ensure every room has an individual, key activated, door lock
- ✓ Give 24 hours notice when we need to enter a property for a viewing
- ✓ Give relevant notice when we need to enter a tenants room for maintenance (excluding emergencies)
- ✓ ID tags are presented as standard when any of our team enter an occupied premises
- ✓ As an added measure, when we have a scheduled maintenance trip, we are always able to provide a female member of our core team to accompany male maintenance crew when requested.