# Equality and diversity

Birmingham is a very diverse city. We collect profile information on our customers whenever they use a housing service. This helps us to better understand our customers’ needs and provide a better service.

## Improvements to council homes

We regularly carry out [improvements to council homes](https://www.birmingham.gov.uk/info/50006/modernising_and_improving_council_homes/265/modernising_and_improving_council_houses).

We aim to work in a way that meets people’s individual needs. Our Liaison Officers visit customers who are having improvements carried out to their home. We explain what’s being done and ask whether they have any special requirements.

These are some of the things we do to meet customers’ specific needs:

* provide heating controls in Braille
* offer to lift carpets and move furniture when customers can’t manage this themselves
* provide smoke detectors with warning light systems for people who are hard of hearing
* locate radiators where customers want them, where possible
* give customers a choice of style and colour when replacing doors
* provide door handles customers can use easily
* install walk-in showers with level access, where possible
* arrange appointments for times that are convenient for customers, for example, avoiding making appointment during religious festivals or visiting between “school runs”
* remove shoes and wear overshoes where requested by customers for religious reasons
* offer same sex visits and interviews where requested for religious reasons or because a customer is vulnerable

We carry out customer satisfaction surveys when improvement work has been completed. If a customer isn’t happy, we get in touch with them to fix any problems and to learn from the feedback.