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Reasonable adjustment Policy

Department	Customer Engagement
Policy Owner	Director of Customer Engagement
Approved Date	26 February 2021
Date for Renewal	26 February 2024
Version Number	1

Purpose

The Equality Act 2010 protects people from discrimination and replaces previous anti-discrimination laws with a single Act. As a social housing provider, we have a responsibility to eliminate discrimination, ensure equality of opportunity and promote good relations between people that have protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation) and those who do not.

1. Requests

A request for a reasonable adjustment will depend on your needs. We will discuss these with you and agree on what may be most suitable and reasonable in your circumstances. We will not make assumptions about whether you require any reasonable adjustments or about what those adjustments should be.

2. Our Commitment

Our commitment to you is that you will not be disadvantaged when accessing our services. To support this, where necessary, we will take all reasonable adjustments including but not limited to: a physical change to your home or a change to the way we deliver our services to you. We promise that you will always be treated with fairness and respect.

Our commitments to making reasonable adjustments might include:

- Providing physical aids and adaptations to your home;
- Finding a more suitable home, if necessary;
- Make it easier for you to communicate with us and access our services;
- Providing information in alternative formats (e.g. large print, braille, language etc.);
- Extending time limits where it is possible to do so;
- You can communicate through a third person if needed.

This is not an exhaustive list. We will monitor reasonable adjustments that have been requested to allow us to review and continuously improve the services we provide.

Version Control

Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.

Version	Detail	Approved by	Date
1.0		Director of Customer Engagement	26 February 2021