



# REASONABLE ADJUSTMENTS POLICY

REVIEW DATE: APRIL 2026





## **Introduction**

1. Community Gateway are committed to ensuring that our services can be easily accessed by all our customers, including those with additional needs or disabilities, and that you are able to live comfortably and independently in your home.
2. This policy has been written in accordance with the Housing Ombudsman Services Complaints Handling Code and Community Gateway's commitments under the Equality Act 2010, where we have a legal duty to make reasonable adjustments to our services to ensure our customers are not disadvantaged if you have a vulnerability, additional needs or a disability.
3. Community Gateway is committed to making sure our services can be easily accessed by all our customers, including those who have vulnerabilities, additional needs or disabilities. This might require us to make a reasonable alteration to your home, your tenancy or when you are accessing our services.

## **What is a Reasonable Adjustment?**

4. A reasonable adjustment involves making a change to the way we usually do things to take account a customers' individual needs. This may be a physical alteration to your home or one of our premises, a change to the way in which we deliver our services, or a change in the way we communicate with you.
5. There is no set list of reasonable adjustments as it is designed to meet the individual needs of our customers. For each request we will speak with you to discuss what reasonable adjustment you need and what we are able to do.
6. Some examples of the adjustments we can make include, but are not limited to:
  - Assistive aids such as lever taps, handrails or grab rails.

- Adaptations to your home such as a level access shower or stairlift.
  - Information in appropriate alternative formats such as Braille, large print or coloured paper, or in your preferred method such as email, phone or letter.
  - Providing an interpreter (including sign language) where appropriate.
  - Speaking with someone nominated to act on your behalf such as a family member, friend or social worker. We will ensure we have your express permission prior to speaking with a representative.
  - Providing services or appointment times to take account of medical needs or special circumstances.
  - We can provide support to help you access any digital services such as benefit applications.
7. We will not make assumptions about whether you require any reasonable adjustments or about what those adjustments should be. We will discuss your requirements with you and agree what may be reasonable in the circumstances. It is important that you let us know if you have any difficulties in accessing any of our services.
8. In all circumstances the reasonable adjustment is being made to ensure services can be equally accessed all by customers regardless of any disability, vulnerability or additional needs.

### **How we will record your needs**

9. At the start of your tenancy we will ask you if you have any additional support needs or communication preferences. We will record what you tell us on our internal systems so we can meet your specific needs throughout the duration of your tenancy with us. We will periodically check with you that the information we hold remains up-to-date and all customers are encouraged to contact us directly should their needs change.

## **How to request a reasonable adjustment**

10. You can contact us to request a reasonable adjustment by:
  - Phone on 0800 953 0213 (option 6)
  - Email – [tenancyservices@communitygateway.co.uk](mailto:tenancyservices@communitygateway.co.uk)
  - In person or by post – at Harbour House, Port Way, Preston, PR2 2DW
11. We also accept referrals from Local Authorities or requests by appointed family members for adjustments. Our staff may also suggest an adjustment when visiting or speaking to a customer.

## **How do we decide what is reasonable?**

12. The Equality Act does not define what is reasonable, but guidance from the Equality and Human Rights Commission suggests that the most relevant factors when deciding whether an adjustment is reasonable or not are:
  - The effectiveness of the adjustment in preventing or reducing the disadvantage
  - The practicality of Community Gateway making the adjustment
  - The availability of resources including external assistance and finance
  - Any disruption to services that making the adjustment(s) may cause.
13. In most cases we will be able to agree and deliver the requested reasonable adjustment quickly. However, sometimes it may be necessary for us to carry out a more detailed assessment and seek advice from expert partner organisations that can assist and offer other forms of support.
14. In the event where a reasonable adjustment is unable to be made, we will work with you to find the most appropriate alternative solution.

## **Reasonable adjustments to our Complaints Process**

15. If necessary, we will adjust our complaints service to ensure you are not disadvantaged due to a disability, vulnerability or additional needs, should you wish to make a complaint. During the process we will discuss any reasonable adjustments requirements, this may include:
- Using your preferred communication preference throughout the duration of your complaint,
  - We will not request a complaint to be made in writing where this presents a barrier or disadvantage due to a disability, vulnerability or additional needs,
  - Providing an extension to time limits (where it is lawful to do so), and
  - Providing information in alternative formats such as large print, Braille or on coloured paper, etc.

### **Website**

16. Our website has ReciteMe installed which has many features to help you access information about Community Gateway and our services, including our complaints process. You will find by clicking on the 'Accessibility' link. The features includes:
- An audio feature – which reads text aloud,
  - Options to translate information into your preferred language,
  - Options to increase the size of the text and to select different backgrounds and contrasts.

### **Equality Assessments**

17. We will complete an Equality Assessment each time we develop or review a policy, procedure or service. The assessment will help make sure our decision making is fair and does not present any barriers or disadvantage to any customers from any of the protected characteristics under the Equality Act 2010. This includes; Age, Disability, Gender Re-assignment, Marriage and Civil

Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, and Sexual Orientation.

### **Appealing a decision**

18. We aim to deal with all customers in a fair and non-discriminatory way. If you are unhappy with a reasonable adjustment decision we have made you can appeal that decision by contacting us and we will respond in line with our complaints policy and procedure. You can contact us by:
- Phone on 0800 953 0213 (option 6)
  - Email – [complaints@communitygateway.co.uk](mailto:complaints@communitygateway.co.uk)
  - Website – under 'Contact Us'
  - In person or by post – at Harbour House, Port Way, Preston, PR2 2DW

### **Responsibilities**

19. The Head of Housing Services has overall responsibility for ensuring this policy is embedded across the organisation and remains up to date.
20. All managers of customer-facing teams are responsible for ensuring their staff are appropriately trained and adhere to this policy.
21. All colleagues are responsible for ensuring that they follow the requirements of this policy.
22. The Engagement and Communications Manager is responsible for ensuring all our communications are accessible, and delivering reasonable adjustments to communications where agreed.
23. The Service Improvement Manager is responsible for ensuring our complaints process is accessible and any reasonable adjustments are accommodated.

24. The Asset Investment Manager is responsible for ensuring the effective and appropriate management of our adaptations service and for ensuring it is delivered in line with this policy.

### **Data Protection**

25. The tenancy provides the legal basis for processing information aligned to this policy. The retention of information will be the length of the tenancy plus six years.

### **Monitoring and Review**

26. This policy will be reviewed on a regular basis with a full review taking place every 2 years or sooner if there are any necessary changes such as a change in legislation or learning from a complaint. Tenant consultation will be included in the 2 yearly review.

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