Teachers Housing Association

POLICY TITLE:	REASONABLE ADJUSTMENTS POLICY		
BUSINESS AREA:	HOUSING MANAGEMENT		
APPROVAL DATE:	March 2025		
APPROVED BY:	SMT		
VERSION:	1	**RENEWAL DATE:**	March 2028

LEGISLATION AND REGULATION	The Regulator of Social Housing (RSH) Tenant Involvement and Empowerment Standard The Housing Ombudsman Service Reasonable Adjustments Policy The Equality Act 2010 The Human Rights Act 1988
SUPPORTING DOCUMENTS	Complaints Policy Repairs Policy
SCOPE	This Policy applies to all those living in our general needs and supported housing properties.

1. PURPOSE

1.1 Teachers Housing Association (THA) mission is to deliver local, affordable, good quality housing for those in housing need and we are committed to ensuring that disabled people are not disadvantaged in accessing our services.

1.2 This Policy aims to set out when we will make reasonable adjustments for disabled people that are a substantial disadvantage compared to someone who does not have a disability. A substantial disadvantage is one that is more than minor or trivial.

2. INTRODUCTION

2.1 The Equality Act 2010 requires us to make reasonable adjustments for people who are disabled. This includes those that have a physical or mental

impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. Under the Act there is a legal duty to make reasonable adjustments where:

- There is a provision, criterion or practice which puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled
- A physical feature puts a disabled person at a substantial disadvantage in comparison with persons who are not disabled
- A disabled person would, but for the provision of an auxiliary aid be put at a substantial disadvantage with persons who are not disabled

2.2 While the Act does not define what is 'reasonable', guidance from the Equality and Humans Rights Commission suggests the most relevant factors are:

- The effectiveness of adjustments in preventing or reducing the disadvantage
- The practicality of making the adjustment
- The availability of resources including external assistance and finance
- Any disruption to the service that making the adjustment may cause

2.3 This Policy sets out how we will support those with vulnerable needs and our commitment to improving accessibility for all that we deal with, setting out some of the basic principles of our commitment to provide reasonable adjustments for disabled people and setting out the factors we will take into account when considering requests for reasonable adjustments.

2.4 We define vulnerable needs as having a condition or circumstance that may:

- Place someone at risk in their home
- Puts them at risk of being unable to comply with the conditions of their tenancy without additional support or intervention
- Affects their ability to access our services

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3. POLICY STATEMENT

3.1 This Policy does not set out how we will approach every situation but is intended to set out a general statement to confirm our commitment to improving accessibility for all those we deal with. We will identify vulnerability on a case-by-case basis and set out some of the reasonable adjustments we can make and when.

3.2 We acknowledge and understand that having a disability does not automatically mean a person is vulnerable. Equally not all those who are vulnerable have a disability. Vulnerability may be caused by personal circumstances, timing and/or whether there is existing support in place.

3.3 All tenants will be asked for details of any disability/vulnerability at the start of their tenancy. Staff may become aware of a disability/vulnerability during their working day and this should be recorded against the tenancy.

3.4 The following indicators may mean a person could have additional needs and all staff should be check if the person needs extra help or support:

3.4.1 **Protected characteristics** - age, disability, gender reassignment, marital status, pregnancy, race, religion, sex and sexual orientation

3.4.2 **Health and abilities** - physical impairment, sensory impairment, cognitive impairment, mental health issues, serious illness, developmental condition and addiction

3.4.3 **Access and skills** - language barriers, literacy, numeracy, digital access, and technical skills

3.4.4 **Personal circumstances** - bereavement, redundancy, loss of income, relationship breakdown, victim of domestic abuse, anti-social behaviour or harassment

3.4.5 **Financial** - lack of budgeting skills/financial literacy, other debts, low or unstable income

3.5 There are also a range of behaviours that may suggest further support or assistance should be considered, these include:

- Lack of engagement when contacted by THA
- Erratic payments of rent when previously had good payment history
- Causing anti-social behaviour as a result of mental health issues
- Hoarding, self-neglect or other behaviours that could cause harm to themselves or their home
- A detrimental change in their physical appearance

3.6 A request for a reasonable adjustment can be received in the following ways:

- By the tenant
- The local authority or other relevant agency
- By a family member, friend or advocate
- A member of staff

3.7 We will consider a request for a reasonable adjustment upon request and seek to respond with the minimum delay. However, in some circumstances we may need to consider in more detail how best to overcome the difficulty a disabled person is experiencing and/or seek advice from an expert disability organisation.

3.8 In these circumstances we will advise the person making the request of the expected delay and if appropriate signpost them to a specialist agency for more support.

3.9 There is no prescribed list of reasonable adjustments as they will depend on the individual's needs. THA will discuss the requirements and possible reasonable adjustments with the person concerned to reach an agreement on what may be reasonable in the circumstances.

3.10 Reasonable adjustments can include the following:

- Provision of auxiliary aids
- Adaptations to the property

- Information provided in alternative formats or in person
- Extension of time limits (where it is lawful to do so)
- Use of preferred method of communication
- Providing an interpreter
- Communication through a representative or intermediary

3.11 We will record any known vulnerability or disability against the tenant's record, including any communication or access needs and whether there is anyone with delegated authority to speak to us on their behalf.

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4. ROLES AND RESPONSIBILITIES

4.1 All staff have a responsibility for the delivery of a service through a consistent and fair approach, which may mean making a reasonable adjustment for an individual.

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5. EQUALITY AND DIVERSITY

5.1 THA are committed to ensuring all equality, diversity and inclusion principles are met and will consider all the indicators in 3.4 when making a decision regarding a request for a reasonable adjustment

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6. PERFORMANCE CONTROLS AND BUSINESS RISK

6.1 We will ensure all requests for reasonable adjustments are considered under the conditions set out in this Policy.

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7. MONITORING

7.1 THA will record all vulnerabilities and disabilities that we are made aware of and ensure they are taken into account when providing services to residents.

7.2 We will record against the tenant's records when they need and we have agreed to make a reasonable adjustment to the services we provide for them.

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8. REVIEW

8.1 The Reasonable Adjustments Policy will be reviewed every 3 years or earlier in response to regulatory or legislative changes.