

Adjustments to Services Policy

Feldon Housing Limited

1. Introduction

- 1.1** Feldon Housing Limited is committed to making its services easily accessible to residents and any other person who needs to contact us.

We recognise that some residents may find it difficult to access our services because of a disability, neurodiversity, a hearing or sight impairment, or because English is not their main language or for any other reason.

Through this policy we aim to provide fair and equitable access for residents by removing barriers through making reasonable adjustments to our services.

2. Scope of Policy

This policy applies to all tenants, prospective tenants and household members who may face disadvantages due to their specific needs and circumstances. This includes but is not limited to protected characteristics as defined in the Equality Act 2010.

3. How we define 'reasonable adjustments'

A reasonable adjustment is a modification to standard practices, communication methods, or service delivery to ensure accessibility. The type of adjustment will vary depending on the needs of individual tenants; however, some examples include:

- Providing correspondence in accessible formats (e.g., large print, braille, in another language).
- Flexible communication methods (e.g., email, video calls).
- Adjusting appointment times or locations, including giving extra time before an appointment and giving additional reminders.
- Minor Physical Alterations e.g. accessible taps etc. Note: where major adaptations are needed, we will provide advice on where to go for help.

Note: please refer to our Aids and Adaptations Policy for more information on physical adaptations.

4. Requesting adjustments

- 4.1** We aim to anticipate the needs of our residents, based on the information they provide when they apply for a home, become our tenants or by telling us that their circumstances have changed.

Adjustments may be requested at any time by:

- The individual affected.

- A representative with delegated authority, such as a family member, friend, carer or advocate.
- Staff, contractors or partner agencies (e.g., support workers).

Get in touch with Feldon Housing

By phone 01608 686626

Email info@feldonhousing.co.uk

Write to us Feldon Housing Ltd, Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

4.2 What happens if an adjustment is needed? – our process

- Stage 1: Requests for reasonable adjustments can be made in any way, including in person, by phone, email, or in writing.
- Stage 2: We will discuss with the resident or their representative the type of adjustment needed. This may be agreed at the start of the tenancy or at any time during the tenancy.
- Stage 3: The type of adjustment to be provided will confirmed in writing within 5 working days of the adjustment being agreed.
- Stage 4: Information about the type of adjustment being made will be recorded on the tenancy file and shared with relevant parties, as required for delivery of the services. This may include contractors.

5. How decisions are made about making reasonable adjustments

5.1 We will make every effort to adjust services in the way requested by residents. When deciding what adjustments to make the following considerations will be made:

- Effectiveness: Will it reduce disadvantage/improve access to services?
- Practicality: Is it feasible to implement?
- Cost and resources: Is it financially viable?
- Disruption: Will it impact other services?

If we are unable to make the adjustment requested, alternatives will be offered where possible, and reasons explained.

6. Legal and Regulatory Framework

The Regulator of Social Housing’s Transparency, Accountability and Accountability Standard (2024) states that landlords should demonstrate an understanding of the diverse needs of their residents and make adjustments to services to provide fair access to services.

The Equality Act 2010 requires CLHA to understand the impact of its service on people living in the community with protected characteristics as defined in the Act, and to make reasonable adjustments which take these into account.

7. Links to other policies

- Equality, Diversity and Inclusion Policy
- Data protection policy
- Aids and Adaptations Policy

8. Monitoring and Review

8.1 Monitoring

- Implementation of this policy will be monitored by the Board.

8.2 Review

- This policy will be reviewed every two years or sooner if there are significant changes in legislation or best practice

9. Policy Owner and Contact Details

This policy is owned by the Board of Feldon Housing Limited.

If you have any questions about this policy, please contact us:

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By phone 01608 686626

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