

Reasonable Adjustments

Questions and answers



We want to make sure that all our tenants can access our services fairly. So, we've created a Reasonable Adjustments Policy that sets out how we can work with you to agree changes to how we deliver our services to better suit your needs. This documents provides more information on the policy and what it means for you.

What is a reasonable adjustment?

A reasonable adjustment is a change to the way we usually do things to make sure our services work for you.

Adjustments can include:

- How we communicate with you
- How we deliver services
- The support we put in place for you

Adjustments are based on your individual needs and are agreed with you, not assumed.

Who can ask for a reasonable adjustment?

You can ask for a reasonable adjustment if:

- You have a disability
- You have a health condition
- You are neurodivergent (for example autism, ADHD, dyslexia)
- You are experiencing mental health difficulties
- You are going through a difficult life event (such as bereavement, domestic abuse, or financial hardship)
- You have language, literacy, or digital access needs

You do not need a medical diagnosis to ask for support.

Can you give some examples of reasonable adjustments?

Every situation is different, but examples include:

- Information in large print or another format
- Interpreters or language support
- Explaining letters over the phone or in person
- Flexible appointment times
- In-person visits instead of phone contact
- Prioritising repairs where a disability or vulnerability applies
- Extra support if you find it hard to manage correspondence

If we cannot agree to a specific request, we will work with you to find the best alternative.

How do I ask for a reasonable adjustment?

You can request a reasonable adjustment:

- By phone
- By email
- Through our customer portal
- In person
- Through a family member, advocate, or support worker (with your permission)

Our staff may also suggest an adjustment if they think it would help you.

How do you decide what is reasonable?

When we look at a request, we consider:

- Whether it will effectively reduce a disadvantage
- Whether it is practical
- The cost and resources involved
- Any disruption it may cause

Some requests may need to be reviewed by a senior manager, but we aim to make decisions as quickly as possible.

What will you do to keep my information safe?

- We keep a secure record of any adjustments you need
- This helps staff provide the right support each time you contact us
- Your information is handled in line with data protection law (GDPR)
- We only share information when necessary and lawful

You can ask us to update your information at any time.

Safeguarding and your safety

If we are concerned about your safety, or the safety of someone in your household, we may need to involve other services.

This is to make sure you get the right help and protection.

What can I do if I am unhappy with a decision?

If you are not happy with how a reasonable adjustment request has been handled, you can:

- Speak to us to review the decision, or
- Make a formal complaint using our Complaints Policy

We use feedback and complaints to improve our services.



How can I get in touch with you?

If you want to ask about a reasonable adjustment or find out more about how we can help you, contact our team:

By email: customerservices@2rh.org.uk

By phone: 0800 316 0897

By post: Two Rivers Housing
Rivers Meet
Cleeve Mill Lane
Newent
Gloucestershire
GL18 1DS

Or you can speak to our team in person.