



Reasonable Adjustment Policy (landlord and managing agent)

Approved by: CHS Senior Leadership Team

Approval date: July 2026

Next review date: July 2029

Applies to: Coop Homes South (landlord and managing agent)

1. Introduction

- 1.2 We are committed to providing fair, inclusive, and accessible services for all residents, customers (whether we are acting as landlord or managing agents) and stakeholders. We recognise that residents and customers with disabilities, long-term health conditions, or additional support needs may face barriers when accessing our services.
- 1.3 We are committed to ensuring that anyone with a disability has full access to services and are not disadvantaged. Where barriers exist, or are identified, that prevent or limit access to services, we will consider making reasonable adjustments that will remove and/or minimise them.
- 1.4 A reasonable adjustment refers to any change or modification to our usual ways of working that helps to ensure a disabled resident is not placed at a substantial disadvantage compared to others who do not share the same condition or need. These adjustments are essential to creating a more equitable environment for all.
- 1.5 This policy outlines our approach to making reasonable adjustments. It sets out our legal responsibilities, how requests will be considered, and demonstrates our commitment to delivering services that meet the diverse needs of our residents.
- 1.6 This policy applies to all our customers, including residents and members of their household living in homes owned and managed by us or managed by us.

2. Our Duties and Responsibilities

- 2.1 The Equality Act 2010 requires us to provide reasonable adjustments to disabled people. Disabled people are defined under the Act as those who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
- 2.2 As a service provider we have a duty to make reasonable adjustments if any of our policies and procedures, the policies and procedures of the landlords we work for as managing agent, or the way we deliver our service, places the disabled person at a substantial disadvantage compared to someone who is not disabled.

3. Aims and Objectives

- 3.1 We will consider adapting our standard services for residents with a disability, as defined by the Equality Act 2010, and for those experiencing other substantial and long-term challenges that affect their ability to carry out day-to-day activities.

This may include residents who:

- have physical impairments, sensory impairments, learning disabilities, mental health conditions, or addictions
- are neurodivergent, including those with autism, ADHD, dyslexia, dyspraxia, dyscalculia, or Tourette's syndrome
- have limited literacy, numeracy, digital, or technical skills that may impact their ability to engage with our services
- are experiencing significant life events such as bereavement, redundancy, loss of income, divorce, relationship breakdown, or are victims of domestic abuse, racial harassment, or anti-social behaviour
- are facing financial hardship due to limited financial knowledge, confidence in managing money, or unexpected financial pressures

4. Aims

- 4.1 The aim of this policy is to ensure that:
- residents with disabilities and/or support needs can access services on an equal basis
 - employees understand their legal duty to make reasonable adjustments
 - reasonable adjustments are considered proactively and sensitively, based on

individual needs and circumstances

- services are continually reviewed to anticipate the needs of people with disabilities
- we fulfil our duties under the Equality Act 2010 by making reasonable adjustments where needed to prevent disadvantage and discrimination
- we act in line with our values: We know our stuff; We make it happen; and We Care
- we maintain up-to-date and accurate records of reasonable adjustments
- we meet the requirements of the Regulator of Social Housing's Transparency, Influence and Accountability Standard and the Housing Ombudsman's Complaint Handling Code

5. Examples of Reasonable Adjustments

5.1 Adjustments vary based on the specific circumstances, challenges and needs of a resident. Examples can include:

- providing information in large print, braille, audio, or easy-read formats
- changes to communication methods (e.g. using email instead of letters or visiting a resident instead of communicating in writing)
- providing interpreter services or additional meeting breaks
- offering a choice of staff member for home visits (e.g. female employee upon request)
- providing auxiliary aids or services (e.g. sign language interpreters)
- extending response times or deadlines where legally permissible
- adapting physical environments or access routes
- offering tailored appointment times or face-to-face support

6. Requesting a Reasonable Adjustment

6.1 Residents can request a reasonable adjustment by any means, including:

- directly with any CHS employee
- through a representative
- By Phone: 0203 166 2608 Mon–Fri 8am–5pm
- By email: customerservices@coophomes.coop
- By Letter: 8 Waldegrave Road, Teddington, Middlesex TW11 8GT
- Face to face: 8 Waldegrave Road, Teddington, Middlesex TW11 8GT
- Online: Complete a contact form and we'll get back to you within 5 working days to confirm next steps.

7. Assessing Reasonable Adjustment Requests

- 7.1 The Equality Act 2010 does not prescribe a definitive list of what constitutes a reasonable adjustment. We will assess each request on a case-by-case basis, considering the resident's specific circumstances and needs as well as the context of the service being provided.
- 7.2 When determining whether an adjustment is reasonable, we will be guided by the Equality and Human Rights Commission's Code of Practice.
- 7.3 Key considerations include:
- Effectiveness – whether the adjustment is likely to remove or reduce the disadvantage experienced by the individual
 - Practicality – the feasibility of implementing the adjustment within the constraints of our operations and service delivery
 - Cost and Resources – the financial implications of the adjustment and the availability of internal or external resources to support it
 - Disruption – the extent to which the adjustment may impact the delivery of services to other residents or operations more broadly
- 7.4 We may not be able to implement adjustments where:
- it is not practicable due to significant financial or operational limitations
 - it would contravene legal or statutory obligations, such as health and safety regulations
 - the cost or disruption involved would be disproportionate to the benefit gained
 - the request is not clearly linked to the resident's specific disability, condition, or circumstances
 - it requires a specialist assessment or clinical judgement beyond the scope of CHS staff
- 7.5 All requests for reasonable adjustments will be considered promptly and sensitively.

8. Identifying Additional Needs

- 8.1 We collect information about disabilities or additional needs during the onboarding process for new tenants. In addition:

- colleagues may enquire about additional needs during routine or ad-hoc contact with residents
- colleagues and contractors are expected to proactively consider whether a resident may have additional needs
- residents are encouraged to inform us of any changes in their personal circumstances that may affect their ability to engage with our services

9. Recording and Reviewing Adjustments

- 9.1 All agreed reasonable adjustments are recorded in our customer database.
- 9.2 We will monitor and record the number and type of reasonable adjustment requests and the number of reasonable adjustments that are made.
- 9.3 We will carry out periodic training on the Equality Act and reasonable adjustments for all staff.

10. Legal and Regulatory Framework

- 10.1 This policy reflects the requirements of:
 - the Equality Act 2010
 - the Regulator of Social Housing's Tenant Involvement and Empowerment Standard
 - the Housing Ombudsman's Complaint Handling Code

11. Governance and Responsibilities

- 11.1 The Managing Director holds overall accountability for this policy.
- 11.2 All colleagues are responsible for applying its principles and ensuring our services are accessible to all.