

Reasonable adjustments

We want all of our customers to be able to access our services equally.

So, if you've got a disability that makes this difficult, please let us know so that we can work with you to find a solution. Here's what we're doing to improve what we do for our customers:



We've committed to improving accessibility to any our services. We do this by looking at each request on an individual basis.



We've set out the four areas we consider when we get a request. You can see what these are further down in this policy.

What is a reasonable adjustment?

Reasonable adjustments are changes we put in place to make our services easier to access for customers who might need extra support because of a disability. We make different adjustments for each person so that we can help in the best way.

Once you've requested some support, we'll have a chat and agree on what we can do for you. We'll never assume that you need an adjustment or what that adjustment may be.

Some examples of changes we've made for our customers include:

- Providing a sign language interpreter at meetings
- Making sure your record shows that you prefer phone calls rather than letters
- Knocking loudly when we come to an appointment at your home
- Changing where we meet so that you can access the building easily
- Sending letters in large print.

How do I request a reasonable adjustment?

It's really easy, you can just ask by getting in touch:

- **Talk to us** – ask a Yorkshire Housing colleague face to face
- **Email us** – customerservices@yorkshirehousing.co.uk
- **Call us** – 0345 366 4404
- **Visit our website** – <https://www.yorkshirehousing.co.uk/>
- **Write to us** – Yorkshire Housing, Dysons Chambers, 12 – 14 Briggate, Leeds, LS1 6ER

In some cases, you can nominate a person to deal with a request for you. This could be a family member, friend, social worker or support worker.

What about reasonable adjustments to my home?

If you need changes to your home to make it more accessible, you'll need what we call an adaptation. These include things like adding a ramp to your front door or fitting a walk-in shower. To talk to us about an adaptation, you can email or call us on customerservices@yorkshirehousing.co.uk or 0345 366 4404.

What are my rights when accessing a service?

The Equality Act 2010 provides legal framework to protect the rights of individuals. It makes sure that everyone has equal opportunities to access services. This means that we have a legal duty to make reasonable adjustments when:

- There is a provision, standard or practice that puts a person at a substantial disadvantage.
- Where a physical feature puts a disabled person at a substantial disadvantage compared to someone who does not have a disability.
- Where a person would, if not for an auxiliary aid, be put at a substantial disadvantage compared to someone who is not disabled.

The term substantial disadvantage is defined as 'more than minor or trivial'. This definition is taken from the Equality Act 2010 s.212(1).

Our response to reasonable adjustments

Most of the time we'll agree on what the reasonable adjustments will be with minimal delay.

Sometimes we'll need to look at a case in more detail so this will take us a little longer. When we're doing this it's usually because we're taking the time to understand the best way to help you. We might get advice from expert disability organisations or signpost you to other forms of support.

How do we decide what is reasonable?

First off, we consider all reasonable adjustment requests we get from our customers.

We look at four things when a request comes in. We do this to make sure we're doing everything we can to help you access our services.

- 1. Effectiveness** - We make sure the adjustments fully address the disadvantage it's meant to overcome.
- 2. Practicality** - We'll look at how able we are to provide the adjustment. For example, if you've asked for more time to read documents but there's a legal deadline that's out of our control then we wouldn't be able to provide you with extra time.
- 3. Resources** - Occasionally, we can't provide an adjustment because of the resources available to us, even if we think it'll be effective. This isn't always because of cost, it could also include how able we are to find someone with the skills needed.
- 4. How it affects us delivering our services** - Like with looking at our resources, we also need to look at whether the changes we make will mean our services become too difficult to deliver.

Unhappy with a reasonable adjustment request?

We aim to work with all customers in a fair way that's free from discrimination. If you're unhappy with the reasonable adjustment we agree, you can make a formal complaint. You can find how to make a formal complaint on our website, [here](#).

For more information

Citizens Advice have more information about your rights to ask for reasonable adjustments when accessing services. You can take a look at that information [here](#).