

Making reasonable adjustments for our customers

Alternative formats

If you need this document in another format, such as large print, Braille or a different language, please let us know.

At Alliance Homes, we know that customers will sometimes face vulnerabilities and may, temporarily or permanently, need support or adjustments to ensure they have fair access to our services.

We are committed to identifying these customers to make sure we deliver services in a way which meets their individual needs.

What do we mean by ‘vulnerability’?

A vulnerability is anything that might make it harder for someone to manage their tenancy or use our services. This could include physical issues, mental health conditions, communication needs, age, bereavement, or a traumatic life event.

Where it's reasonable and possible to do so, we will offer additional support or make changes to how we deliver our services.

Under the **Equality Act 2010**, we have a duty to consider reasonable adjustments for customers.

When deciding what adjustments to make, we look at:

- How practical the adjustment is;
- Whether it causes disruption;
- The financial cost and other impact of making the adjustment.

What is a reasonable adjustment?

A reasonable adjustment means changing the way we deliver a service. Examples include:

- Allowing more time for a customer to reply to information;
- Providing information in large print, Braille, digital , or easy-read formats;
- Offering information in other languages or translation and interpretation or Language Line services
- Making sure our offices are accessible for people with disabilities;
- Using a customer's preferred communication method (such as email, post, webchat, portal, or face-to-face);
- Adapting a home to make it more accessible;
- Allowing customers and prospective customers to have support from a representative or advocate when talking to us about landlord services.

How we identify customers who may need adjustments?

We can identify when customers need additional support at any time. For example, when signing up for a tenancy, during a call with our customer contact team, through a repair operative or a support worker.

Signs that someone might need additional support include:

- Struggling to manage their tenancy or falling into rent arrears or other debt;
- Being a victim or perpetrator of anti-social behaviour;
- Disputes with neighbours;
- Damage to the person's home;
- Detrimental change to physical appearance and / or poor hygiene;
- Failing to respond to letters or answering the door or phone;
- Self-neglect, hoarding, or other behaviour which results in the home / garden becoming damaged, neglected or unfit for occupation.

We will not assume that additional support is needed instead we will talk to customers to understand how we can best deliver a service to meet their needs.

Keeping records

If a customer agrees, we will store information about their needs on our systems to help us make the right adjustments in the way we provide our services to them. This information will be held, maintained and used in line with data protection regulations.

www.alliancehomes.org.uk/privacy-policy/

Support services

We offer a range of services to help customers who may need additional support to manage their tenancy and live independently. To find out more, call us on **03000 120120 (option 5)** or visit

www.alliancehomes.org.uk/support-services/.

Read the full policy

Our full policy has more information about how Alliance Homes will identify and support customers who may need reasonable adjustments.

www.alliancehomes.org.uk/policies/

