

YOUR GUIDE TO

Reasonable Adjustments



Community Gateway Association (CGA) is committed to making sure that our services are accessible to all our tenants and customers, ensuring those with vulnerabilities, additional needs or a disability can live comfortably and independently in their home. This might mean making a reasonable alteration to your home, providing a disability adaptation, making changes to how we deliver our services to you or a change in how we communicate with you.

What You Can Expect From Us

We have a legal duty to make reasonable adjustments to our services, to ensure our tenants are not disadvantaged if they have a vulnerability, additional needs or a disability. A reasonable adjustment means making a change or adaptation to the way things are done to take into account a tenant's individual needs and remove substantial disadvantages.

Some examples of the adjustments we can make include, but are not limited to:

- Assistive aids such as lever taps, handrails or grab rails.
- Adaptations to your home such as a level access shower.
- Information in appropriate alternative formats such as Braille, large print, coloured paper or in your preferred communication method.

- Provide an interpreter (including sign language) where appropriate.
- Speaking with someone nominated to act on your behalf such as a family member, friend or social worker. We will ensure we have your express permission prior to speaking with a representative.
- Provide services or appointment times to take account of medical needs or special circumstances.
- Providing support to help you access any digital services such as benefit applications.

How Do We Decide What Is Reasonable?

In most cases we will be able to agree and deliver the requested reasonable adjustment. However, it may sometimes be necessary for us to carry out a more detailed assessment and seek advice from other professional organisations that can help.

If we cannot make the adjustment that has been asked for, we will work with you to find an appropriate alternative solution.

How To Request A Reasonable Adjustment?

You can contact us to request a reasonable adjustment through the following options:

- Call: **0800 953 0213 (option 5)**
- Email: tenancyservices@communitygateway.co.uk
- Visit our website: www.communitygateway.co.uk/accessing-our-services
- Visit our office: **Harbour House, Port Way, Preston, PR2 2DW (Monday-Friday 10am – 4pm)**
- Write to us: **Community Gateway, Harbour House, Port Way, Preston, PR2 2DW**

We also accept referrals from local authorities or requests by appointed family members for adjustments. CGA colleagues may also suggest an adjustment when visiting or speaking to a tenant.



Give Us Your Feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online - Complete the form www.communitygateway.co.uk/complaints-and-compliments
- Email - complaints@communitygateway.co.uk
- Phone - 0800 953 0213 (option 6)
- Visit us - Harbour House, Port Way, Preston, PR2 2DW (Monday-Friday 10am – 4pm)
- Write to us at - FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW



Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.



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If you require this guide in a different format such as larger print, or in a different language, please contact us on 0800 953 0213 (option 6).

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