

# YOUR GUIDE TO

## Reasonable Adjustments



**Community Gateway is committed to making sure that our services can be easily accessed by all our customers, including those with a vulnerability, additional needs or disabilities, and that you are able to live comfortably and independently in your home. This might mean making a reasonable alternation to your home, your tenancy or when you are accessing our services.**

### 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 to the way we normally do things to take account of a tenant's individual needs. This may mean a physical alteration to your home, a change to the way we deliver our services or a change in the way we communicate with you.

Some examples of the adjustments we can make include, but aren't limited to:

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

- Providing 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.
- Providing services or appointment times to take account of medical needs or special circumstances.
- We can provide support to help you access any digital services such as benefit applications.

### How to request a reasonable adjustment

You can contact us to request a reasonable adjustment by:

Calling: **0800 953 0213 (option 6)**

Emailing: **[tenancyservices@communitygateway.co.uk](mailto:tenancyservices@communitygateway.co.uk)**

Talking to us in person or by post: **Harbour House, Port Way, Preston, PR2 2DW.**

We also accept referrals from Local Authorities or requests by appointed family members for adjustments. Our staff may also suggest an adjustment when visiting or speaking to a tenant.

### How do we decide what's reasonable?

In most cases we will be able to agree and deliver the requested reasonable adjustment quickly.

However, it may sometimes be necessary for us to carry out a more detailed assessment and seek advice from expert partner organisation that can help. If we can't make the adjustment that's been asked for, we will work with you to find an appropriate alternative solution.

### What if I'm not happy with the decision about my request?

We aim to deal with all customers in a fair and non-discriminatory way. If you are unhappy with a reasonable adjustment decision we have made you can appeal that decision by contacting us and we will respond in line with our complaints policy and procedure. You can contact us by:

Calling **0800 953 0213 (option 6)**

Email: **[Complaints@communitygateway.co.uk](mailto:Complaints@communitygateway.co.uk)**

Website: **<https://www.communitygateway.co.uk/comments-complaints-and-compliments>**

Talking to us in person or by post: **Harbour House, Port Way, Preston, PR2 2DW.**

**community gateway**

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)