



Communication and Reasonable Adjustment Policy - Quick Guide (V1.0).

What this policy is about

This quick guide provides a short overview of the Communication and Reasonable Adjustments Policy. Full details are available in the full policy.

The policy explains how communication and services can be adapted so everyone can access them fairly, in line with the Equality Act 2010. It applies to anyone receiving services or communication from the landlord.

Who it applies to (See policy: Scope, p.3)

- Tenants, leaseholders, shared owners and household members
- People acting on someone's behalf, with consent
- Staff and contractors delivering landlord services

The commitment (See policy: Customer Promise, p.3 & What to expect from us, p.7)

Services will be delivered in a way that is fair, respectful and accessible. Communication will be clear and adapted where reasonably possible to meet individual needs.

What is a reasonable adjustment? (See policy: Reasonable Adjustments Duty (Equality Act 2010) and examples of Reasonable Adjustments, p.4-5)

A reasonable adjustment is a change that helps remove barriers when accessing services or communication. Adjustments are considered individually and may be short-term or long-term.

Examples may include:

- A preferred method of contact
- Information in alternative formats or languages
- Extra time for appointments, explanations or decisions
- Advance notice of visits
- Working with an agreed representative or single point of contact

A formal diagnosis is not required to request a reasonable adjustment.

How decisions are made (See policy: How do we decide what is reasonable? p.4)

Each request is considered on a case-by-case basis, taking into account effectiveness, practicality, cost and available resources.

Accessibility is also considered in advance, not only when a request is made. If a request cannot be agreed, the reason will be explained.

Additional needs (See policy: What is an additional need? p.6)

An additional need is anything that affects safety at home, the ability to manage a tenancy or lease, or access landlord services.

Needs may be identified by residents, staff, contractors or partner organisations and are reviewed individually.

What to expect (See policy: What to expect from us, p.7-8)

- Needs and preferences will be listened to and considered
- Adjustments will be recorded to avoid repeat requests
- Information will be shared only with consent or where the law allows
- Consent can be withdrawn at any time
- Support, referrals or safeguarding actions will be taken when appropriate

Respect and communication (See policy: Customer Promise, p.3)

Everyone is expected to treat each other with courtesy and respect. Clear and accessible communication helps services work effectively for everyone.

Further information

For full details, including legal duties, examples of reasonable adjustments and how requests are considered, please refer to the Communication and Reasonable Adjustments Policy or contact Portsmouth Homes for advice and support. Information is available in alternative formats on request.

[Link - Communication and Reasonable adjustments Policy](#)

