



CLHA Adjustment to Services Policy

Camden Living Housing Association Adjustments to Services Policy

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Author:	Risk and Compliance Advisor
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1. Introduction

Camden Living Housing Association (CLHA) is committed to making its services easily accessible to residents and any other person who needs to contact us.

We recognise that some residents may find it difficult to access our services because of a disability, neurodiversity, a hearing or sight impairment, or because English is not their main language or for any other reason.

Through this policy we aim to provide fair and equitable access for residents by removing barriers through making reasonable adjustments to our services.

2. Legal and regulatory requirements

The Regulator of Social Housing's Transparency, Accountability and Accountability Standard (2024) states that landlords should demonstrate an understanding of the diverse needs of their residents and make adjustments to services to provide fair access to services.

The Equality Act 2010 requires CLHA to understand the impact of its service on people living in the community with protected characteristics as defined in the Act, and to make reasonable adjustments which take these into account.

3. Scope of Policy

This policy applies to all tenants, prospective tenants and household members who may face disadvantages due to their specific needs and circumstances. This includes but is not limited to protected characteristics as defined in the Equality Act 2010.

4. How we define 'reasonable adjustments'

A reasonable adjustment is a modification to standard practices, communication methods, or service delivery to ensure accessibility. The type of adjustment will vary depending on the needs of individual tenants; however, some examples include:

- Providing correspondence in accessible formats (e.g., large print, braille, in another language).
- Flexible communication methods (e.g., email, video calls).
- Adjusting appointment times or locations, including giving extra time before an appointment and giving additional reminders.
- Physical Alterations e.g. ramps

5. Requesting adjustments

We aim to anticipate the needs of our residents, based on the information they provide when they apply for a home, become our tenants or by telling us that their circumstances have changed.

Adjustments may be requested at any time by:

- The individual affected.
- A representative with delegated authority, such as a family member, friend, carer or advocate.
- Staff, contractors or partner agencies (e.g., support workers).

6. Process

1. Requests for reasonable adjustments can be made in any way, including in person, by phone, email, or in writing.
2. CLHA or its service provider will discuss with the resident or their representative the type of adjustment needed. This may be agreed at the start of the tenancy or at any time during the relationship between CLHA and the resident.

3. The type of adjustment to be provided will be confirmed in writing within 5 working days of the adjustment being agreed.
4. Information about the type of adjustment being made will be recorded on the tenancy file and shared with relevant parties, as required for delivery of the services. This may include contractors.

7. How decisions are made about making reasonable adjustments

CLHA will make every effort to adjust services in the way requested by residents. When deciding what adjustments to make the following considerations will be made:

- Effectiveness: Will it reduce disadvantage/improve access to services?
- Practicality: Is it feasible to implement?
- Cost and resources: Is it financially viable?
- Disruption: Will it impact other services?

If CLHA or its service provider is unable to make the adjustment requested, alternatives will be offered where possible, and reasons explained.

8. Policy Management

The Board is responsible for ensuring this policy is kept up to date, implemented, monitored and evaluated.

The policy will be reviewed every two years or more frequently when there is a change in circumstances, in work practices, or the introduction of new legislation.

9. Links to other Policies

CLHA Equality, Diversity and Inclusion Policy

CLHA Data Protection Policy

CLHA Aids and Adaptations Policy

Document Control



Version Date		Approved by	Changes
1.0	26/04/2025	Board	Initial policy