



Portus
Supported Housing

Policy Title: Reasonable Adjustment Policy

Version:1

Review

Version	Date drafted	Date approved	Approved by	Date reviewed	Next review	Owner
New	30/10/2025	14/11/2025	CEO	14/11/2025	01/12/2026	Sophie Hayward Customer Director

Details of Amendments

Version	Date	Update/ amendment detail	Resulting from

Executive Team	SF (CEO) 21/11/2025
Board	[00/00/00]



1. Introduction

Portus Supported Housing (PSH) provides accommodation and support to people with a range of needs, including those with disabilities, health conditions, or other characteristics that may affect how they access or use our housing and related services.

We recognise that some individuals may face barriers when applying for housing, communicating with us, or sustaining their tenancy. As a responsible housing provider, Portus is committed to identifying and removing these barriers wherever possible through reasonable adjustments.

This policy sets out how PSH will ensure that customers, applicants, and service users are treated fairly, and that our housing and support services are accessible to everyone. It outlines our approach to making reasonable adjustments in accordance with the Equality Act 2010 and other relevant legislation, ensuring that no one is placed at a substantial disadvantage because of disability or other protected characteristics.

2. Purpose

The purpose of this policy is to ensure that PSH meets its legal duties under the Equality Act 2010 by identifying and implementing reasonable adjustments to enable customers, applicants, and service users with disabilities or other protected characteristics to access, maintain, and enjoy their homes and housing-related services on an equal basis with others.

PSH is committed to removing barriers that could prevent people from accessing or sustaining tenancies, receiving fair treatment, or participating fully in our housing and support services.

3. Scope

This policy applies to:

- All housing applicants, customers, and service users of PSH.
- Housing, tenancy management, property, maintenance, and support services provided by PSH.
- All staff and contractors acting on behalf of Portus in the delivery of housing services.

The policy does **not** cover adjustments for employees, which are addressed in the Equality, Diversity and Inclusion Policy

4. Legal and Regulatory Responsibilities

This policy supports compliance with the following legislation:

- Equality Act 2010 – Section 20 (Duty to make reasonable adjustments).
- Human Rights Act 1998.
- Housing Act 1996 and Homelessness Reduction Act 2017.
- Health and Safety at Work etc. Act 1974.
- Care Act 2014.
- Data Protection Act 2018 and UK GDPR.



5. Definitions

Adjustments may be physical, procedural, or service-related, depending on the individual's needs and circumstances.

- **Disability:** A physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.
- **Reasonable adjustment:** A change that removes or minimises a disadvantage faced by a disabled person when compared to someone without that disability.

6. Linked Policies and related documents

This policy should be read alongside the following related policies and documents:

- **Equality, Diversity and Inclusion Policy**
 - Sets out PSH's overall commitment to fair treatment and compliance with the Equality Act 2010.
 - Provides the overarching framework for non-discrimination, of which reasonable adjustments form a key part.
- **Lettings Policy**
 - Covers how housing is offered and allocated, including processes for applicants requiring adapted or accessible accommodation.
- **Repairs and Maintenance Policy**
 - Details responsibilities for property adaptations, accessibility improvements, and minor works related to disability or mobility needs.
- **Adaptations Policy**
 - Explains how PSH processes requests for physical adaptations and works alongside local authorities or occupational therapists.
- **Complaints Policy**
 - Outlines how customers can raise concerns if they feel reasonable adjustments have not been made or were insufficient.
- **Safeguarding Policy**
 - Ensures staff consider safeguarding implications for people who may be vulnerable due to disability or health-related barriers.
- **Customer Standards**
 - Sets expectations for how PSH staff should communicate and engage with customers, including accessible communication methods.
- **Tenancy and Neighbourhood Policy**
 - Addresses support for customers struggling to meet tenancy obligations due to health or disability, and how adjustments may prevent eviction or enforcement.



- **Antisocial Behaviour Policy**
 - Ensures that behaviour linked to a person's disability or mental health condition is considered fairly, and that reasonable adjustments are considered before action is taken.
- **Data Protection and Confidentiality Policy**
 - Covers how information about disability or health conditions are recorded, shared, and protected when managing reasonable adjustment requests.
- **Health and Safety Policy**
 - Ensures that safety requirements are balanced appropriately with the need to make reasonable physical or procedural adjustments.

7. Examples of Reasonable Adjustments

A reasonable adjustment is a change made to remove or reduce a disadvantage experienced by a person with a disability or specific need, ensuring they can access and use housing and related services on an equal basis with others.

This may involve altering how services are delivered, changing standard procedures, providing information in accessible formats, or making physical adaptations to a property. What is considered "reasonable" will depend on individual circumstances, including the effectiveness of the adjustment, practicality, cost, and available resources.

Examples of reasonable adjustments in a housing context include:

- Providing information, letters, or tenancy documents in large print, Braille, or easy read format.
- Offering home visits or virtual meetings instead of requiring office attendance.
- Installing ramps, grab rails, or other minor adaptations to improve accessibility.
- Extending response times for rent arrears or tenancy review when a customer's disability affects communication or decision making.
- Allowing a support worker or advocate to represent or accompany a customer in meetings.
- Adjusting maintenance visit times to accommodate specific needs.
- Providing additional notice before property inspections.

8. Requesting an Adjustment

A customer, applicant, or their representative can request a reasonable adjustment at any time by speaking to a member of PSH staff, submitting a written request, or asking their support worker to contact us on their behalf. All requests will be treated sensitively and considered on an individual basis.

Staff will record the details of the request, discuss the person's needs, and seek additional information or professional advice where necessary. PSH will confirm what adjustments can be made and provide clear reasons if a request cannot be agreed, ensuring all decisions are fair, transparent, and in line with equality legislation.



9. Decision-Making and Implementation

In determining what is “reasonable”, PSH will consider:

- The effectiveness of the adjustment in removing or reducing disadvantage.
- The practicality of making the adjustment.
- The cost and availability of resources.
- Health and safety considerations.
- The availability of alternative solutions (e.g., referral for Disabled Facilities Grant or local authority adaptations).

Approved adjustments will be implemented as soon as practicable and recorded in the customer’s file or support plan.

10. Monitoring and Review

PSH will monitor requests for reasonable adjustments to ensure fairness, consistency, and compliance with equality law. Data will be used to identify trends and inform service improvements.

This policy will be reviewed every two years, or sooner if there are changes to legislation, regulation, or organisational practice.

