

Customer Care and Reasonable Adjustments Policy

Document ID/Version:	V1		
Executive Lead (Owner):	Executive Director of Customer		
Policy Author:	Director of Customer Service		
Strategic alignment:	The Regulator of Social Housing sets regulatory standards which define the expectations and required outcomes that landlords must deliver. This policy demonstrates our commitment to the Transparency, Influence and Accountability Standard.		
Review frequency:	Every 3 years	☒	Other (state period)
Previous review date:	Settle – July 2025 Paradigm – March 2025		
Date policy approved:	16 April 2026		
Policy approved by:	Executive Board		
Next policy review date:	April 2029		
IMPACT ASSESSMENTS			
Equality Impact Assessment			
Completed? ☒	No ☐	Yes ☒	
	If not required, state reason:		
Resident Impact Assessment			
1) Is this one of the agreed policies requiring resident consultation? Please refer to:	Yes ☒	No ☐	
2) If yes, please confirm resident consultation has taken place	☒	Briefly detail changes arising from resident feedback: Wording of some policy sections made clearer.	
APPROVAL - To show transparency and accountability, specify whether policies have been approved by the Board/Executive/Committee. Clear approval lines strengthen governance, ensuring assurance and accountability.			
Approval journey:	Executive Team	Committee	Board
	☒	Yes ☐	Committee name(s) Add name, otherwise state N/A
			☐
Which Regulatory Standard does this Policy support?	Economic		
	Governance & Viability	Rent	Value for Money
	☐	☐	☐

	Consumer			
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	☐	☐	☐	☒
Associated legislation	Social Housing (Regulation) Act Equalities Act 2010			
Associated procedures				
Where is this policy to be published?	Website	Intranet	Both	
	☐	☐	☒	

Customer Care and Reasonable Adjustments Policy

1. Policy Statement

This Policy ensures residents receive fair, equal and accessible services that support them to maintain their tenancy. It also sets out how we identify, record and respond to residents who need additional support, including making reasonable adjustments and recognising vulnerability.

Vulnerability can happen to anyone, at any time. It can result in someone needing extra support during a period in their life. Vulnerability depends on a person's unique situation, can be temporary, and varies from person to person. This is why we aim to understand the diverse needs of our residents, including those who are vulnerable, to ensure everyone has equal access to our services and support, regardless of their situation.

This policy also outlines our responsibilities under the Social Housing (Regulation) Act 2023, the regulatory Consumer Standards and the Equality Act 2010, including our duty to adapt services and communications and to provide reasonable adjustments where needed.

All residents have the legal right to reasonable adjustments. Reasonable adjustments are changes that we can put in place to make it easier for residents to access our services and understand what we do. This can also include offering extra support or services to support residents in maintaining their tenancy.

Reasonable adjustments might include:

- Providing specialist equipment or additional support, like translating letters and using a language translator for a meeting or phone call.
- Visiting someone at their home instead of speaking to them in our office, in writing, or over the phone.
- Allowing more time than usual or provide additional support for someone to provide information or carry out an action that is needed.

2. Objectives, desired outcomes and strategic alignment

Objectives

- To provide support to residents to sustain their tenancies.
- To provide a consistent approach to identifying, responding and recording where residents need additional support or an adjustment to how we deliver a service.
- To adapt our services, where we can, in response to residents' different needs.

- To be proactive in identifying and supporting residents who need additional help, including working with partner organisations to advocate on their behalf.

Desired outcomes

- Residents can access our services in ways that meet their individual needs, feel confident doing so, and are not required to repeatedly explain their circumstances.
- Residents clearly understand the support we can provide, the reasonable adjustments available to them, and when it may be more appropriate to involve other organisations or organisations we work with.
- Residents receive timely and appropriate support that helps them overcome barriers, maintain their wellbeing, and sustain their tenancy.

3. Scope

This policy applies to all residents, shared owners and leaseholders.

4. Policy Principles

The Regulator of Social Housing sets regulatory standards which define the expectations and required outcomes that landlords must deliver when providing housing and related services for residents. The Principles and Outcomes of this policy demonstrate our commitment to the Transparency, Influence and Accountability Standard to:

- Treat residents and prospective residents with courtesy, fairness and respect.
- Understand the diverse needs of residents, including those arising from characteristics protected by law (such as disability), language barriers and additional support needs.
- Aims to ensure all residents can access our services without barriers or discrimination.

In doing so, we will also:

- Show commitment to handling personal information fairly, lawfully and securely in line with current data protection laws.
- Improve our measures to demonstrate the number of residents supported, the reason for support and the outcome for the individuals we support.

This policy also outlines our commitment to:

Ensuring all services and communications are accessible

- We will inform residents of any support available to them to meet their needs and what sorts of reasonable adjustments we can make for residents.
- We will proactively ask residents if we can do things differently to help them access our services more easily.

- We will be proactive in knowing our residents and asking them about any changes within their household on a regular basis, so that we can respond appropriately to their needs.
- Colleagues and contractors acting on our behalf should adjust their communication to meet residents' needs, including using preferred methods of contact, allowing more time, and providing information in alternative formats.

Making reasonable adjustments to support residents to receive services and communications, in line with the Equality Act 2010

- We will consider how we can adapt services and communications to meet the individual needs of residents.
- We will make reasonable adjustments on a case-by-case basis, considering a resident or household's individual circumstances.
- During any interaction we may enquire about a resident's needs, and residents are encouraged to state their needs whenever possible.
- Support needs will be recorded to help us tailor and adapt our services.
- We will support our colleagues by encouraging them to be flexible and allow more time when responding to residents with vulnerabilities and/or additional needs.
- We will proactively work with support agencies and partner organisations, sharing knowledge where appropriate to offer the most appropriate support and reasonable adjustments.

Offering support for residents to maintain their tenancies:

- We recognise that residents may need some additional support during times of personal difficulty. As such, we will provide additional support for residents where needed.
- We will provide additional support for residents through our free, confidential money advice service, offering income maximisation and benefit advice to support residents in sustaining their tenancies.
- Our tenancy sustainment and support team provide advice and support and signpost to other agencies to help our most vulnerable residents to manage their tenancies and to meet other challenges such as mental health, addiction and disability.
- Support is also provided by public bodies and external partner organisations including any safeguarding referrals where they are needed (see the SettleParadigm Safeguarding policy).

5. Equality, Diversity & Inclusion

- We recognise that individuals may face challenges and barriers due to factors such as age, disability, ethnicity, gender identity, race, religion, sexual orientation, socioeconomic status, or any other characteristic protected by law.
- We will take all reasonable steps to understand the diverse needs of our residents and ensure that residents can access our services in a way that works for them.
- We are committed to offering a fair and consistent service for all, and we will offer additional support on a case-by-case basis, considering the resident's individual circumstances.
- When offering additional support, we will carry out a full assessment of the resident's needs, clearly explaining what support we can offer and what support can be provided by other organisations.

- When making decisions about tenancies and leases and delivering services, consideration will be given to whether the decision would have an unfair or disproportionate impact on the resident compared with another customer who does not have a protected characteristic.
- We will seek feedback from residents on stigma connected to vulnerability to help inform how we continue to improve our approach.

6. Roles and responsibilities

Executive Director of Customer is responsible for:

- The strategic implementation of this policy and ensuring services to residents are delivered in line with this policy approach.

All managers must ensure that:

- Their staff are appropriately trained and are familiar with the Customer Care and Reasonable Adjustments Policy and supporting processes.
- Accurate records of any concerns are kept and referred to appropriately.
- Resident data is recorded accurately on the system where we are aware of changes
- Equality impact assessments are considered when we are reviewing services and working practices, to review the potential impact on different groups.
- Proportionality assessments are carried out when considering legal action.

7. Compliance/Key Performance Measures

- We are committed to doing as much as is practically possible to enable residents to access and understand our services. We will measure compliance with this policy through an annual self-assessment against the specific expectations of the regulatory standards.
- We will also monitor feedback from residents, including learning from complaints, ensuring that we are continuing to improve the services and support we offer to all residents.
- We carry out quality assurance checks on calls to our Customer Services Team, and on cases managed by our customer service teams. Our quality assurance framework ensures the data around vulnerability is used appropriately and that data is updated.
- This policy will be reviewed in line with best practice from the sector such as the Housing Ombudsman Service and National Housing Federation.

8. Related Policies, Procedures and Key Documents

- This policy supports and underpins all published policies and procedures
- Related Policies; ASB, Lettings, Tenancy Management, Managing Unacceptable Customer Behaviour, Safeguarding, Aids and Adaptations, Resident Arrears Management
- Regulator of Social Housing's Transparency, Influence & Accountability Consumer Standard
- Social Housing (Regulation) Act
- Equality Act 2010.

9. Version Control

Version control			
Date	Version	Approved By	Details of Amendments
April 2026	V1	Executive Board	New integrated group wide policy