



Reasonable Adjustments Policy

Key policy details

Item	Details
Reference:	Reasonable Adjustments Policy 2025
Status:	Draft
Originator:	AH
Owner:	Housing Management Team Manager
Version No:	1.0
Date:	2025

Approvals

Item	Date of Approval	Version No.
Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. NWLDC website, Sharepoint page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date

Revision history

Version Control	Revision Date	Summary of Changes
1	October 2025	Draft policy

Policy Review Plans

This policy is subject to a scheduled review once every four years or earlier if there is a change in legislation or local policy that requires it.

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1. INTRODUCTION

1.1 This policy explains the approach the Council will take to ensure customers have access to services that enable them to live independently and to avoid the use of enforcement action, where appropriate. The policy outlines the Council's approach to identifying and meeting the needs of customers who may require adjustments to effectively access services and inform the way services are delivered.

1.2 The aims of the Policy are to:

- Actively identify and remove barriers to accessing services;
- Ensure that statutory and regulatory responsibilities are met by providing clear guidance on making reasonable adjustments in line with the Equalities Act 2010;
- Ensure the service is operating in accordance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard – specifically to deliver fair and equitable outcomes for tenants and, where relevant prospective tenants in relation to the housing and landlord service;
- Ensure the service is operating in accordance with the Housing Ombudsman's Complaint Handling Code – specifically, that landlords must make reasonable adjustments for residents where appropriate under the Equalities Act 2010. Landlords are also required to keep a record of any reasonable adjustments that are agreed as well as a record of any disabilities a resident has disclosed;
- Ensure customers are aware of how to request adjustments and how the Council considers them;
- Ensure that information is shared in a format that meets the customers' needs and customer are aware of their responsibilities to negate the need for enforcement action, where appropriate.

2. APPROACH

2.1 The Council recognises that its customers' needs vary. There may be circumstances where a customer is vulnerable due to a long-term or temporary disability or due to the circumstances at the time of interaction, for example an exceptional life event such as a bereavement, sudden illness, domestic abuse.

2.2 The Council also recognises that the needs of the customer include vulnerabilities with household members too.

2.3 The Council will implement reasonable adjustments that support fair access to services.

2.4 The Council will actively seek to identify potential needs for adjustments at various touchpoints with customers, including but not limited to:

- Applications to join the Housing Register, including through homelessness applications
- Sign up of new tenancy
- Tenancy audits

- Standalone data collection surveys and customer surveys
 - Through the tenant portal
 - During normal interactions, including home visits, office appointments, e-mails, telephone and on-line forms.
 - During mandatory checks such as gas safety visits
 - Through contact with our contractors
- 2.5 The Council will store information on its systems and ensure it is accurate, up to date and accessible to teams, and contractors that may need it at point of service delivery. This includes:
- Protected characteristics
 - Any additional needs
 - Any agreed adjustments to how services are delivered
- 2.6 The Council will regularly review the information held and detail in its Privacy Statement when data will be shared.
- 2.7 The Council will provide reasonable adjustments in accordance with the Equalities Act 2010 for disabled people who have a physical disability or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities.
- 2.8 The Council will also, where reasonably practical, provide reasonable adjustments based on any identified vulnerabilities at the time of service delivery.
- 2.9 Depending on the individual circumstances, adjustments could include, but not limited to:
- Using alternative written formats, such as large print, Braille or coloured sheets;
 - Access to interpreters;
 - Explaining any written communication over the phone;
 - Digitally accessible enhancements, such as ensuring the website is compatible with screen readers and providing text descriptions for images
 - Providing flexible appointment times;
 - Allowing more time for customers to answer the door for appointments
 - Extended time for different services such as appointments for repairs
 - Allowing extra time for complying with responsibilities of the tenancy agreement;
 - Co-ordinating joint visits with contractors, representatives, or advocates;
 - Offering in-person visits for services that are typically carried out by phone;
 - Aids and adaptation to tenants' homes, where feasible and in line with the Adaptations policy;
 - Signposting to partners and other support services for tailored support based on customer needs.
- 2.10 The Council will consider a variety of factors before agreeing to an adjustment which could include, but not limited to:
- What the disadvantage would be if the adjustment was not made;
 - Whether the adjustment will be effective in reducing the disadvantage;

- How practical it is to make it;
- Whether it would disrupt our other activities unreasonably;
- The cost of making it and availability of resources;
- Any other relevant factors, information.

2.11 The Council will consider each request individually and will aim to agree any adjustments with minimal delay. In some cases, further information may be required.

2.12 In the event the Council does not agree an adjustment, it will explain why.

3. IMPLEMENTATION AND REVIEW

3.1 The Strategic Director is responsible for implementing and monitoring this policy.

3.2 This policy will be reviewed at least every three years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.

3.3 Managers in the Housing Management Team are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available upon request
If no, please confirm why an EIA was not required?	N/A

No Access Policy

Key policy details

Item	Details
Reference:	No Access Policy 2026
Status:	Draft
Originator:	Megan Hodgett
Owner:	Housing Team Managers
Version No:	1.0
Date:	2026

Approvals

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Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. Council website, Sharepoint page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date

Revision history

Version Control	Revision Date	Summary of Changes
1	DECEMBER 2026	DRAFT POLICY

Policy Review Plans

This policy is subject to a scheduled review once every four years or earlier if there is a change in legislation or local policy that requires it.

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1 INTRODUCTION

1.1 Purpose of this policy

This policy explains the Council's approach to obtaining access to residents' (e.g., tenants, leaseholders, etc.) homes including gardens, exterior storage spaces, and other outside areas to fulfil its statutory and regulatory duties as a responsible social housing landlord.

It explains how access will be requested and what action will be taken if necessary access is not made available.

1.2 Aims of this policy

This policy highlights the following key principles in the way it deals with gaining access to homes:

- Defining when the Council needs to access residents' homes;
- Setting clear Residents' Responsibilities;
- Taking appropriate and proportionate action;
- Valuing equality, inclusion, and diversity, treating everyone with fairness and respect.

The Council aims to ensure that its tenants are kept informed about action being taken to gain necessary access to their homes to carry out essential duties such as undertaking repairs, safety checks, welfare checks, and inspections.

1.3 Scope of this policy

This policy applies to all Council tenants, Council staff, and their appointed contractor/s.

The scope of this policy relates to properties owned by, or managed on behalf of, the Council. It outlines the circumstances under which a tenant will be required to allow access to, or through, their home by the Council or its appointed contractor/s.

It defines:

- When the Council needs to access a home;
- Tenant Responsibilities;
- The process that will follow if a tenant does not provide access.

This policy does not relate to obtaining access to properties as part of the repossession process, nor where the Council considers that the property has been abandoned.

1.4 Legal context of this policy

This policy is set within the legislative and regulatory framework established by the Regulator of Social Housing and wider statutory requirements. It is underpinned by the following primary legislation and secondary regulations.

Primary Legislation (Acts)

- Localism Act 2011
- Section 16 of the Housing Act 1988
- Housing Act 1996
- Health and Safety at Work etc. Act 1974
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Prevention of Social Housing Fraud Act 2013
- Equality Act 2010
- Environmental Protection Act 1990
- Anti-social Behaviour, Crime and Policing Act 2014
- Local Government (Miscellaneous Provisions) Act 1982

Secondary Legislation (Regulations)

Building Safety and Fire Safety

- Building Regulations 2010 – Approved Document B (Fire Safety), 2019 edition incorporating 2020 and 2022 amendments
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

Gas Safety

- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management and Right of Entry) Regulations 1996

Asbestos

- The Control of Asbestos Regulations 2012 (CAR 2012)

Electrical Safety

- Electrical Equipment (Safety) Regulations 2016
- Plugs and Sockets etc. (Safety) Regulations 1994

General Health & Safety

- The Management of Health and Safety at Work Regulations 1999
- Electricity at Work Regulations 1989

2. BACKGROUND

The Council may need access to homes for many reasons, including (but not limited to):

- To inspect the condition of the property;
- To carry out servicing or a repair;
- To investigate a possible breach of tenancy;
- If there is an emergency (property or person related);

This policy will also be used to gain access in the following circumstances:

- Gas Safety Checks;
- Fire Safety surveys and works;
- Electrical Testing and works;
- Asbestos surveys and works;
- Surveys or works to control the risk of Legionella;
- HHSRS (Housing Health & Safety Rating System) inspections;
- Servicing and maintenance of personal lifts, including stair-lifts and Telecare equipment;
- Repairs to, or refurbishment of, properties—especially where failure to carry out repair or refurbishment would place residents at risk and/or cause damage to Council property;
- Any surveys required to identify the condition of the property;
- Surveys, investigations or remedial works required under Awaab's Law.

3. IF THE COUNCIL NEEDS ACCESS

If the Council needs access to a tenant's home, it will work with the tenant to arrange a mutually convenient time and date to visit.

Unless the visit is an emergency, the Council will always try to pre-arrange an appointment.

The Council will make all reasonable attempts to contact the tenant in advance, including contacting their family and other people they know.

The Council will consider any reasonable adjustments made under the Reasonable Adjustments Policy.

A responsible adult (i.e., legally over the age of 18) must be present to allow access to the home. The Council will record the visit as 'no access given' where this is not the case.

4. NO ACCESS

4.1 Where the tenant is not going to be home for an appointment, they need to contact the Council no later than two working days prior to the scheduled appointment to re-arrange.

4.2 If a tenant fails to or is unable to provide access for a pre-arranged appointment, a missed appointment card will be left at the address, requesting the tenant rearrange the appointment within seven days.

4.3 If the tenant does not make contact within the seven days, a further attempt to communicate, by the tenant's preferred contact method, will be made. A further appointment will be made and communicated to the tenant even if the attempt at contact has been unsuccessful. The tenant will be made aware of the re-scheduled appointment via letter, email or voicemail where appropriate

4.4 Points 4.2 and 4.3 will be repeated to a minimum of three documented access attempts.

4.5 If the tenant does not respond/allow access after the third attempt, the repair or inspection will be triaged (considering the nature of the access attempt and the health and safety risk to tenants and other adjacent properties) and either cancelled or legal proceedings initiated. Any contact after this time will be treated as a new request.

5. EMERGENCY ACCESS

5.1 There may be an emergency in which we believe that the safety of the tenant and/or other tenants, or if the integrity of the property and/or adjoining properties, is at risk. The Council reserves the right to gain access, even if the tenant or their representatives are not contactable in advance.

6. TENANT RESPONSIBILITIES

6.1 Individual tenancy and lease agreements will detail rights and responsibilities in relation to necessary Council access to their home.

Each tenant signs an agreement with the Council, outlining the rights and responsibilities of both parties. These agreements include reasonable access provisions.

Failure to meet such obligations may constitute a breach of contract and may result in legal action such as an injunction, possession proceedings, and/or associated legal costs.

Tenants must allow Council staff or their representatives (appointed contractors) into their home when requested, especially if the tenant has requested a repair. Appropriate identification will always be available when visiting a tenant's home.

It is important that tenants inform the Council if:

- Their contact details have changed (e.g., telephone numbers, email addresses, or any changes relating to their next of kin);
- They require additional support;
- The details of someone else who can give the Council access if the tenant is not able to when the Council needs to enter a home.

7. WHEN ACCESS IS DENIED

7.1 Where reasonable access has been denied, the Council will, where necessary, pursue

legal measures such as obtaining a warrant to gain entry. Enforcement action will always be a last resort.

7.2 Any tenant who does not allow access may be in breach of their tenancy agreement. Leaseholders may also be in breach of the terms of their Leasehold Agreement if access is refused.

7.3 The Council will cooperate where access to a property may need to be arranged with other key agencies and partners, including where there is a risk to life and safeguarding issues.

7.4 If the tenant refuses access after reasonable requests, the Council may take the following actions:

- Tenants: The Council may ask the court for an injunction to allow access and order associated costs;
- Leaseholders: The Council may apply for an injunction to enforce the terms of the lease or serve a Section 146 notice requiring compliance.

7.5 If the required annual gas safety check is overdue and access is unavailable despite the Council's best efforts, the gas supply may be capped. The tenant will be notified prior to this action.

7.6 If the tenant continues to not allow reasonable access, the Council will apply to the court for possession of the home.

7.7 Methods to gain access will vary according to reason and urgency, but will always be proportionate and reasonable. The Council will monitor this policy through procedural checks and feedback including complaints.

8. ENTERING PROPERTIES WITHOUT PERMISSON

8.1 The Council will only enter a tenant's home without their permission in exceptional circumstances, such as:

- A serious health and safety risk to the occupants and/or others, for example an uncontained gas leak;
- Likely serious or permanent damage to the building if immediate action is not taken, for example a major water leak;
- An immediate concern for the wellbeing of someone in the property, for example where emergency services request access for a welfare check;
- A breach of an injunction or a warrant that allows the Council to gain entry.

8.2 Examples of exceptional circumstances include (but are not limited to):

- A serious water leak where the property has been abandoned or the tenant is not contactable;
- A gas leak or suspected gas risk requiring immediate attention;
- A safeguarding or welfare concern.

8.3 In an emergency (e.g., a suspected gas leak or structural issue), the Council will immediately contact the appropriate emergency service or authorised specialist, such as the Gas Emergency Service, Fire and Rescue Service, or Building Control. Council staff will not enter the property alone unless authorised to do so.

8.4 If there is a possibility that an occupant could be seriously ill or is deceased, the Council will contact emergency services to gain lawful access.

8.5 The decision to enter without permission must be authorised by a Team Manager or Head of Housing.

8.6 If an emergency arises outside normal office hours, the Duty Officer will decide whether the Council or its contractors should enter the property, in line with the out-of-hours procedure.

9. OFFICER TRAINING

9.1 Recognising that well-trained staff are key to the successful delivery of this policy, training will be included in inductions for new officers.

9.2 Refresher training will be mandatory for current staff at regular intervals.

9.3 Training will also cover:

- Equality, diversity, and inclusion;
- Reasonable adjustments for tenants with additional needs;
- Procedures for handling refusals of access safely and lawfully.

10. IMPLEMENTATION AND REVIEW

10.1 The Strategic Director is responsible for implementing and monitoring this policy.

10.2 This policy will be reviewed at least every three years, or sooner if legislative, regulatory, or operational changes occur.

10.3 Managers in the Housing Team will ensure that all relevant employees, including contractors, are aware of their responsibilities under this policy.

11. DELEGATED AUTHORITY

11.1 Head of Housing, in consultation with the Portfolio Holder for Housing, may approve minor amendments. These are changes that do not significantly alter the policy's intent or effect.

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available upon request
If no, please confirm why an EIA was not required?	N/A



Aids and Adaptations Policy

Key policy details

Item	Details
Reference:	Aids and Adaptations Policy
Status:	Draft
Originator:	RD
Owner:	Asset Team Manager
Version No:	1.0
Date:	2026

Approvals

Item	Date of Approval	Version No.
Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. NWLDC website, SharePoint page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date

Revision history

Version Control	Revision Date	Summary of Changes
1	2019	Policy updated
2	2021	Word changes, specifically around the inclusion of Alterations
3	2026	Word changes to show separation from Property Services and reference to budgets as they are only relevant for the specific financial year. Inclusion of early engagement by Leicestershire County Council for complex and large-scale adaptation proposals

Policy Review Plans

This policy is subject to a scheduled review once every four years or earlier if there is a change in legislation or local policy that requires it.

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1. INTRODUCTION

- 1.1 This policy sets out how the Council will manage requests for aids and adaptations to its Council Housing stock.
- 1.2 This policy ensures that the Council invests in its stock in a strategic way making best use of existing resources whilst demonstrating fairness and transparency to support its tenants to live independently and safely.
- 1.3 To ensure adaptations are appropriate for the individuals' circumstances, assessments are undertaken by an Occupational Therapist or Trusted Assessor and the requests are categorised. These are defined below:

Definitions

Major Adaptation - All other adaptation work is classed as a major adaptation. Consideration for the request will only occur once a referral has been received from the Occupational Therapist. See Appendix 1 for examples

Minor adaptations – simple low-cost works recommended by a Trusted Assessor or Occupational Therapist. Minor adaptations are typically internal improvement within the property but do not require major structural changes. See Appendix 1 for examples

Occupational Therapist - Occupational therapy is a client-centred health profession concerned with promoting health and wellbeing through occupation employed by Leicestershire County Council.

Trusted Assessor – the trusted assessor function falls part of the Housing Support Co-ordinator role at Leicestershire County Council. The co-ordinator receives support from other specialists in the team, such as the Occupational Therapists, where expert advice or guidance is required or appropriate.

Alterations – any work recommended by a suitably qualified officer either in the Housing Service or a Partner agency to improve the health and safety of tenants and minimise the risk of harm, slips, trips, or falls.

Portable Temporary Equipment - Portable or temporary appliances such as bath or shower seats, temporary ramping etc are provided by Social Care Services, not by the District Council. The District Council will advise where temporary aids or devices can be obtained for clients to purchase themselves

2. APPROACH

- 2.1 This policy ensures that the Council invests in its stock in a strategic way making best use of existing resources whilst demonstrating fairness and transparency to support its tenants to live independently and safely.
- 2.2 Decisions about Aids and Adaptations will consider several factors including, but not limited to:
 - Suitability of property for adaptation
 - Cost

- Professional recommendation
- Availability of suitable alternative accommodation

2.3 If the property is not considered suitable for an adaptation, the adaptation request will be declined. Reasons for refusing an adaptation request include:

- ability to adapt the property;
- the property layout/floor level;
- the potential impact the proposed adaptation could have on the ability to let the property in the future, if the adaptation works were carried out, for example if a downstairs bedroom would significantly reduce the lounge area;
- the availability of suitable alternative accommodation.

2.4 Where a proposed adaptation would require significant structural alteration to a property, the Council will first assess whether suitable alternative accommodation is available, or is reasonably expected to become available, within an appropriate timeframe. Identification of suitable alternative accommodation may remove the need for the requested adaptations or provide a home that is more appropriate for long-term occupation and future adaptation.

2.5 Where such alternative accommodation is identified, the Council will support the tenants move by applying the appropriate priority banding in accordance with the Allocations Policy. Where justified, the Council may also make an offer on a direct-match basis. Where practicable, required adaptations will be undertaken while the alternative property is void to facilitate a timely move.

2.6 For all large-scale or complex adaptation proposals, the assessing Occupational Therapist must engage with Asset Management at the earliest opportunity. This early engagement ensures that the feasibility and suitability of the work can be established promptly and helps prevent unnecessary delays or prolonged uncertainty for the tenant where works cannot proceed.

2.7 Applicants whose home is considered larger than their requirements warrant (i.e. in line with Mutual Exchange Occupancy standards) or have submitted a right to buy or transfer application, or have terminated their tenancy, will not be eligible for adaptation works. Any tenant subject to a possession order will also not be eligible unless otherwise agreed by the Head of Housing.

2.8 Where alternative accommodation is being considered, the likely impact of moving to a new house should be assessed in relation to the customer's personal circumstances including their current health and access to support networks and professional services, to ensure that the process of moving will not have a serious adverse effect upon their health.

2.9 If a tenant applies to move from a fully adapted house the Council will expect them to reapply to Social Services for any adaptation. The new property would also be assessed as per the criteria above to ensure it can be a 'lifetime home' for the tenant.

2.10 When an adapted property becomes empty every effort will be made to relet the property to someone who requires the adaptation as part of their living arrangements. Where there is no one who requires the adaptations, the property will be allocated to a household through the normal allocations process. Removal of any installed adapted capital assets is to be confirmed by the Asset Manager before returning the element back to standard construction.

- 2.11 Level access showers integrated into a sheet vinyl floor will not be fitted in any bathroom which is on the first floor or above.
- 2.12 Where the extent of the works is so great that the tenant is unable to remain in the property until works are completed, temporary accommodation will be provided in line with the Decant Policy.
- 2.13 As part of the Home Improvement Programme the Council will provide some optional adaptations to households who feel they would benefit from them. For example, when replacing a bathroom in a bungalow or ground floor flat the Council will consider replacing a bath with a Level Access Shower. When rewiring properties, the Council will provide wiring for a shower in the main bathroom and will give tenants the option of choosing level taps as part of any sanitary product upgrades.

3. IMPLEMENTATION AND REVIEW

- 3.1 The Strategic Director is responsible for implementing and monitoring of this policy.
- 3.2 This policy will be reviewed at least every three years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.
- 3.3 Managers in the Asset Management Team are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

Appendix 1 - Examples of Adaptations

The following are examples of Minor Adaptations:

- Lever taps and handles
- Visual smoke detectors
- Visual door bells
- Relocation of sockets or switches
- External lighting with accessible controls
- Door Ironmongery
- Half steps or threshold adjustments
- Small Access Ramps
- Key clamp hand rails
- Path Improvement (Not hardstanding)/concrete steps
- Shower seats
- Portable Temporary Equipment (Not supplied by the District Council)

The following are examples of Major Adaptations:

- Level access showers
- Complex or large ramp installations
- Major structural conversions
- Door widening
- Lowered worktops
- Reconfigured layouts
- Stair lifts and through floor lifts
- Shower cubicle and low access shower trays

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available upon request
If no, please confirm why an EIA was not required?	N/A