



Housing Services

Our reasonable adjustment policy



We want everyone to be able to use our housing services, no matter their situation.

A **reasonable adjustment** is something we can do if a person needs help to use our housing services.

We might change the way we usually do things to give that person extra support.



Who can ask for a reasonable adjustment?

Anyone who uses Lewisham Council's housing services can ask for a reasonable adjustment. This means if you are getting help or support from our housing team, you can ask for changes to make things easier for you.

We often make reasonable adjustments to support disabled residents. If you're not disabled but you find it difficult to use our services we might still be able to help.

If you ask, we will offer support where we can, and let you know if we can't.

How to ask for a reasonable adjustment

If you need us to make a reasonable adjustment, you can ask the staff member you are already in touch with. You can do this in any of these ways:



Talk to a member of staff in person



Write to us – by email or post



Call us on the phone



Ask someone you trust to contact us for you



How we decide if we can make a reasonable adjustment

When you ask for a reasonable adjustment, we will think about:

What's hard for you

What's getting in your way because of your disability or situation, and what could go wrong if we don't help

Will our help work?

Will the change actually make things easier for you?

Can we do it?

Do we have the people, time, and money to make the change?

What about other people?

Will the change make it harder for other people to get help?

Is there another way?

Is there a better way we or someone else can support you?