

Requesting reasonable adjustments

If you, or someone you live with, has a disability you can ask us to make reasonable adjustments (which includes changes or adaptations) so that any barriers are removed allowing you to access services from us.

There is not a set list of adjustments, meaning that we will consider every request that is made. Some examples of requests we can make are;

- Changing door handles or taps.
- Adding grab rails (internal and external)
- Minor slabbing
- Minor adaptation works
- Changing the way in which we communicate with you.
- Changing or replacing signs or notices in and around the building where you live.
- Giving you more time to do something (if the law allows us to do this).
- Dealing with a family member or friend (if you have given permission for us to do so).

We will decide a number of things when considering whether the request is reasonable. These include:

- How easy and practical it is for us to make the adjustment(s).
- Whether the requested adjustment might disproportionately impact on us, or others.
- What difference the adjustment would make.
- The availability of any aids (where relevant) and the costs involved to make any adjustment.

We may also ask you to provide medical evidence if we feel this is needed to help us consider any request.

If you require larger adaptations (such as a wet room etc) an Occupational Health referral will be required. The Pioneer Group's surveyor will visit you and work through an assessment. The assessment will then be passed onto Birmingham City Council who will provide funding, for the adaptations, subject to the referral being accepted.

You can make a request for a reasonable adjustment in the following ways:

- Contacting our customer service centre on 0121 748 8100.
- Sending us a letter or email.
- Via someone else who makes the request on your behalf – such as the local authority, a representative or someone who you have given permission to.