



Reasonable adjustment policy review

August 2026



8 customers reviewed the reasonable
adjustment policy



3 customer recommendations



Manager's summary

The policy is fit for purpose, fair, thorough and easy to understand. Its personal tone, bullet points and reasonable-adjustments section work well.

We recorded strong customer endorsement of the policy. No change was requested to its overall approach or structure.

Continue reading to find out what our customers said,
and how we will action their recommendations.

If you would like further information on this consultation,
please email: makeadifference@selwoodhousing.com



You said...

1. Plain English - GDPR needs a description, the term could be confusing.
2. Accessible information - Customers would benefit from a visual leaflet explaining how sharing needs can help with clearer communication. Provide information on what support is available and what Selwood Housing can do to help.
3. Time to contribute - All customers agreed they would benefit from more time to discuss the policy, types of reasonable adjustments, and how Selwood Housing are helping customers.



We did...

1. Plain English - We will add a clear explanation of the GDPR acronym.
2. Accessible information - We will work closely with our communications team to look at different formats, including visual and customer-friendly versions.
3. We agreed with this recommendation and will arrange further customer involvement as the project progresses. We will also consider a yearly customer update, linked to the annual report or TSM (Tenant satisfaction measures) data.