Selwood Housing

Reasonable adjustment policy review

August 2026



8 customers reviewed the reasonable adjustment policy

3 customer recommendations

Manager's summary

Customers stated that 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, with no changes 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 have added a clear explanation of the GDPR acronym.
2. Accessible information - We have added appendices to the policy with clear examples of reasonable adjustments, accessible formats and communication support. We will also promote the policy in the January 2027 customer update.
3. We agreed with this recommendation and will schedule an annual review with customers in December 2027, looking at how well it is being implemented and identifying any improvements needed.