



# **Vulnerable Residents and Reasonable Adjustments Policy Summary 2026**

|    |                                                      |   |
|----|------------------------------------------------------|---|
| 1  | Introduction .....                                   | 3 |
| 2  | What do we mean by vulnerability .....               | 3 |
| 3  | How does MDH identify vulnerable residents? .....    | 3 |
| 4  | What signs might suggest someone needs support?..... | 4 |
| 5  | How can MDH Help? .....                              | 4 |
| 6  | How do we communicate with tenants? .....            | 5 |
| 7  | What are reasonable adjustments? .....               | 5 |
| 8  | How do I request a reasonable adjustment? .....      | 6 |
| 9  | Can a request be refused? .....                      | 6 |
| 10 | How is my information recorded? .....                | 6 |
| 11 | Need help? .....                                     | 6 |

## 1 Introduction

1.1 MDH understands that people can experience difficulties at different times in their lives. Some people may need extra support because of a disability, illness, mental health condition, age, a major life event, or other personal circumstances.

1.2 We are committed to:

- Treating everyone fairly and with respect.
- Making our services accessible.
- Identifying when tenants may need extra support.
- Making reasonable adjustments where needed.
- Helping tenants access specialist support services.

## 2 What do we mean by vulnerability

2.1 A vulnerable resident is someone who may need additional support to manage their home, maintain their tenancy, or access services. Vulnerability may be temporary or long-term.

2.2 Examples include people who:

- Have a physical disability.
- Have a learning disability.
- Have mental health difficulties.
- Are elderly or frail.
- Have sight or hearing impairments.
- Do not speak English as their first language.
- Are experiencing domestic abuse.
- Have alcohol or substance misuse issues.
- Are socially isolated or lonely.
- Are coping with a significant life event such as bereavement.

## 3 How does MDH identify vulnerable residents?

3.1 We may identify support needs:

- When a tenant moves into their home.
- During home visits.
- Through conversations with residents.
- From reports by family members, carers or support agencies.
- Through repair visits.
- Through tenancy management activities.

- When concerns are raised by partner organisations such as health services, police or social services.

3.2 All MDH staff are encouraged to recognise and report signs that a resident may need additional support.

## 4 What signs might suggest someone needs support?

4.1 Possible signs include:

- Rent arrears or financial difficulties.
- Struggling to manage tenancy responsibilities.
- Anti-social behaviour concerns.
- Neighbour disputes.
- Noticeable decline in health or appearance.
- Not responding to letters, calls or visits.
- Self-neglect or hoarding.

## 5 How can MDH Help?

5.1 MDH can:

- Provide housing advice.
- Refer or signpost tenants to support services.
- Help tenants access aids and adaptations.
- Support victims of domestic abuse.
- Offer mediation for neighbour disputes.
- Provide extra assistance with communication and appointments.
- Work with carers, advocates and support workers where appropriate.

5.2 We may also refer residents to:

- GPs and health services.
- Mental health services.
- Adult Social Care.
- Occupational Therapists.
- Debt and welfare advice services.
- Substance misuse services.
- Domestic abuse support services.
- Advocacy services.

## 6 How do we communicate with tenants?

### 6.1 MDH can communicate in a range of ways, including:

- Home visits.
- Office appointments.
- Telephone calls.
- Letters.
- Emails.
- Text messages.
- Newsletters.
- The MDDC website.

### 6.2 We can also arrange:

- Language interpreting services.
- British Sign Language (BSL) interpreters.

## 7 What are reasonable adjustments?

### 7.1 A reasonable adjustment is a change to the way we normally provide a service so that a tenant is not disadvantaged because of a disability, vulnerability or additional need.

### 7.2 Examples include:

- Giving extra time to respond to letters.
- Providing information in large print.
- Providing information in Braille or audio format.
- Using a tenant's preferred method of communication.
- Providing translations.
- Arranging accessible meeting locations.
- Allowing extra time to answer the door.
- Accepting communication in ways other than writing where necessary.

## 8 How do I request a reasonable adjustment?

8.1 You can request a reasonable adjustment:

- By phone.
- By email.
- In writing.
- Through a support agency.
- Through an advocate or family member (with your permission).

8.2 An MDH officer may also suggest an adjustment if they believe it would help you access our services.

## 9 Can a request be refused?

9.1 Most reasonable adjustments will be considered carefully. However, MDH may refuse a request if it:

- Is unsafe.
- Is unlawful.
- Is not practical.
- Would have a significant impact on services or other tenants.
- Is not connected to a genuine need.

9.2 If we cannot provide a particular adjustment, we will explain why and discuss alternative solutions with you.

## 10 How is my information recorded?

10.1 With your knowledge and in line with data protection requirements, MDH may record:

- Support needs.
- Communication preferences.
- Vulnerabilities.
- Details of authorised carers, advocates or support workers.

10.2 This information helps us provide services that meet your needs and will be reviewed regularly to ensure it remains accurate.

## 11 Need help?

11.1 If you think you need additional support, or if your circumstances have changed, please contact Mid Devon Housing. We will work with you to understand your needs, make reasonable adjustments where appropriate, and help you access the support available.