

Always check your housing rights first with a legal specialist before sending this letter.

[Your address]

[Name of landlord/manager of premises  
Address of landlord/manager of premises]

[Date]

Dear [Name of the person you are writing to]

**Request for a reasonable adjustment to my tenancy**

I would like you to accept this letter as a formal request to make a reasonable adjustment to the policies and procedures relating to my tenancy.

**[Describe what the problem is.** For example: *I get letters through the post about my tenancy and this can include details of the rent I owe. I have mental health problems which amount to a disability under Equality Act 2010. Because of this, it is sometimes difficult for me to understand the letters I am sent. Your policy of sending important letters by post to tenants places me, as a disabled person, at a substantial disadvantage when compared to a tenant who does not have my disability. So I am asking you to make a change in that policy for me.]*

**[Describe the change you want.** For example: *The change I am asking for is for you to send a duplicate letter to my friend/relative/advocate [name and address of your friend/relative/advocate] when you send out any important letter about my tenancy. This will ensure that I get to know about any changes or problems with my tenancy and I am better able to respond to requests from you.*

*If you want me to come to a meeting to talk about my tenancy, I would always wish to have my friend/advocate/relative present, who is [name and address of friend/relative/advocate]. This will ensure that I can understand and take part in the meeting.]*

As the landlord/manager of the premises under the Equality Act 2010, you have a duty to make reasonable adjustments to provisions criteria or practice which places a person at a substantial disadvantage due to their disability compared with a person without that disability. A failure to make a reasonable adjustment is unlawful and amounts to discrimination.

Please confirm in your reply that you are willing to make the change I am asking for.

Thank you very much.

Yours faithfully

[Your name]