

Decision on reasonable adjustments and relocation request

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22 April 2025

Private and confidential

To: Ms Amina Nkechinyere Adebayo-Ogunleye-Fitzpatrick
Property: Flat 14, Temple Wharf House, Northborough NB4 7QT
Case reference: RCH-ADJ-2025-0417

Dear Ms Adebayo-Ogunleye-Fitzpatrick,

We have completed our first-stage consideration of your requests for changes to your home and for transfer to an accessible property. This letter records the information considered, our decisions, interim measures and your review rights.

Decision summary

Request	Decision	Current action
Level-access shower and WC reconfiguration	Further feasibility assessment required	Structural and drainage survey authorised
Powered communal entrance door	Accepted in principle, subject to fire-safety design	Joint inspection to be arranged
Lift-outage escalation	Accepted	Priority repair marker and welfare call protocol
Transfer to wheelchair-usable property	Not approved at present	Retain existing Band C; review after survey
Full-name correction across systems	Accepted	Data-quality team instructed

Information considered

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We considered the following items available to the panel as at 17 April 2025:

- Your initial written request dated 3 March 2025 and follow-up correspondence.
- The occupational-therapy functional assessment dated 24 February 2025.
- The home access visit record and preliminary doorway measurements.
- The lift-repair history held by our contractor.
- The current transfer application and medical-priority banding record.
- Property stock information supplied by Northborough City Council.
- Your stated need to remain near your sister, GP and existing support network.
- The landlord's adaptations budget and preliminary contractor availability.

We did not receive a structural survey, drainage report, detailed fire-door design or current accessible-property vacancy list before the panel meeting. Those gaps affect the finality of the decision.

Identity and records

Our records contained four shortened or inconsistent versions of your surname. We accept that this created avoidable difficulty when staff searched for medical evidence and prior contacts. The full name above will be the master record. Historical aliases will remain as search references only and must not appear on outgoing correspondence.

Bathroom and internal works

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The occupational therapist records substantial difficulty using the bath and restricted lateral transfer space at the WC. We accept that the current arrangement creates a significant functional barrier.

A level-access shower has not been refused. The property team must first determine whether the floor construction, drainage route and service risers permit the proposed design. The survey will also consider whether a WC reconfiguration would reduce circulation space elsewhere.

Interim measures

- A second grab rail and non-slip flooring inspection will be completed within ten working days.
- A bath board will be supplied only after an occupational-therapy transfer trial.
- The repairs contact centre will record a mobility-risk flag for urgent attendance.
- The tenant may nominate her sister to receive appointment notifications.

The Association will not treat acceptance of temporary equipment as resolving the request for permanent works or relocation.

Communal entrance and lift

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The entrance threshold and door closer make independent wheelchair entry difficult. We accept in principle that an automated or powered solution should be investigated. The design must preserve the required fire resistance, security and safe use by other residents.

The single lift creates a separate risk. The present building layout does not provide a step-free alternative during outages. The contractor records show two completed faults and one aborted visit during the period reviewed. Your account refers to three outages; we will obtain the raw call-out data.

Operational measures

Measure	Owner	Target
Priority flag on lift repair reports	Repairs manager	Immediate
Welfare-call procedure for outage over two hours	Housing officer	5 working days
Resident evacuation plan review	Building safety lead	15 working days
Door automation design visit	Access contractor	20 working days

Relocation decision

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The panel did not approve an immediate direct offer or increase from Band C. It recorded that a transfer might become the preferred durable option if internal works are not feasible or if lift-related risk cannot be adequately managed.

Reasons recorded by the panel

- The current evidence demonstrates material access needs but does not yet state that the dwelling is wholly unsuitable.
- No verified vacancy matching all location, size and wheelchair-use requirements was identified in the panel pack.
- The panel wished to compare the time and disruption associated with adaptations against the likely waiting time for a suitable unit.
- The panel applied the medical-priority matrix supplied by the Council and recorded Band C pending the additional reports.

This is an interim decision. It should not be interpreted as a final determination that relocation is unnecessary.

Concern requiring investigation

During quality review, we identified a staff note referring to whether the household would be a “fit” for two neighbourhoods and separately recording your accent. Those remarks were not criteria in the published allocation policy. They have been referred to the Equality and Governance Manager, and the individuals involved will not participate in the review decision.

Comparator and equality review

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You referred to other tenants whom you believe were moved more quickly. We have not relied on names supplied informally. The review team will identify comparator cases using objective variables: mobility need, floor level, lift dependency, household size, required adaptations, risk history, waiting time and property availability.

The review will also examine whether surname variations caused evidence to be omitted, whether ethnicity or perceived nationality influenced communications or prioritisation, and whether apparently neutral location or communication practices placed you at a particular disadvantage.

Review question	Evidence required
Was the medical evidence complete at each decision point?	Document register; system search logs; correspondence aliases
Were comparator cases materially similar?	Anonymised matching schedule with allocation reasons
Were unpublished criteria used?	Panel notes, staff chat, training and policy versions
Was the support-area request treated consistently?	Direct-offer decisions and location exception records
Did any biased remark affect an outcome?	Witness interviews, chronology and decision audit trail

Benefits and affordability records

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Your Universal Credit, Personal Independence Payment and Discretionary Housing Payment records were supplied to evidence affordability, mobility needs and the consequences of moving. The panel should not use benefit receipt as a substitute for functional assessment or as an adverse character factor.

We identified a mismatch between the surname on a historic Housing Benefit record and the current tenancy record. The welfare team will use National Insurance number matching within its secure system; the National Insurance number will not be reproduced in the housing panel pack.

Data-handling directions

- Limit medical disclosure to functional matters relevant to the housing decision.
- Redact bank account details, National Insurance numbers and third-party information.
- Store benefit records in the restricted evidence area rather than the general tenancy notes.
- Record the lawful purpose and recipients of any inter-agency disclosure.
- Delete duplicate identity documents once verification and retention requirements are satisfied.

Next steps and review rights

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Action	Target date	Contact
Structural and drainage survey	13 May 2025	Adaptations Team
Communal entrance design visit	20 May 2025	Building Safety
Comparator and equality review	27 May 2025	Equality and Governance Manager
Updated property availability search	Every 14 days	Housing Options
Reconstituted decision panel	Within 10 working days of final report	Head of Tenancy Services

You may request a review within 21 days, identify missing information, or ask for communication in an alternative format. You may also use the Association's complaints process. Those routes do not necessarily extend any statutory or court time limit.

The Association considered the Equality Act 2010 when structuring this decision and review process.¹

Yours sincerely,
Rachel Byrne
Head of Tenancy Services (fictional)

Source
1. Equality Act 2010, official legislation: <https://www.legislation.gov.uk/ukpga/2010/15/contents>