

# Vulnerability Policy

## What you need to know

At Citizen, we want our services to work for everyone.

If you or anyone in your home has a **vulnerability** that makes things harder day-to-day, please let us know.

When we understand your situation, we can make **reasonable adjustments** – small but important changes that mean we give you the right support, in the right way.

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## What do we mean by vulnerability?

**Long-term** – ongoing needs, such as a disability, illness, learning difficulty or age-related needs. We record these securely so we can keep supporting you.

**Short-term life events** – challenges that may only last a while, like a broken leg, bereavement, pregnancy, or money worries. We don't keep these on our system, but we'll try to take them into account while you need us.

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## Examples of adjustments we can make

- Letters in large print or another language.
  - Extra time for appointments or to answer the door.
  - Sending letters to an advocate as well as you.
  - Helping you access support services.
  - Support with aids and adaptations in your home.
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## Why it's important that you tell us

- We can only put support in place if we know about your situation.
  - We can then adapt our services to meet your needs.
  - It means you'll get the right support at the right time.
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## How to tell us you have a vulnerability

Call our Customer Experience Centre on 0300 790 6555

Log in to [My Account](#)

Email us at [info@citizenhousing.org.uk](mailto:info@citizenhousing.org.uk)

Read our [Privacy policy](#) here

You can read [the full Vulnerability Policy](#) on our website.