

POLICY STATEMENT ON SERVICES TO DISABLED TENANTS / CLIENTS / THE PUBLIC AND ACCESSIBILITY TO THE LISTER OFFICE

1. Lister aims to provide a high standard of service, and high quality of accommodation to all service users, both tenants and those seeking other services from Lister. Lister will not discriminate against service users with a disability. It may also mean that to ensure equality of access to services, service users may be treated more favourably by Lister, to enable them to participate and use the service on a more equal basis.
2. Lister aims to provide a responsive service to all tenants with disabilities. Where possible this will be through Lister staff going out to visit tenants in their homes and dealing with any issues. Lister welcomes disabled tenants at its office and the normal service provision there. Lister supports the adaptation of its properties, following on from a referral from an OT

Lister has had its office at 36 Lauriston Place. Unfortunately like most of Lister's Georgian tenemental stock, the 'ground floor' is up 7 steps from street level. The office is on two floors (ground and basement) but the vast majority of the functions are dealt with on the ground floor.

Lister researched ways of achieving access for wheelchair users but nothing was found to be viable except for an electro-mechanical device (stair-lift). The stair-lift has many drawbacks, primarily around the cost, the maintenance, risk of vandalism and the issue of electro-mechanical parts being outdoors permanently. Evidence from the SFHA Edinburgh office showed that these difficulties were real, expensive and limited the usability of the building for disabled users. Building a ramp would not be feasible due to the height about pavement level, the B Listed protection and the visual prominence of the location.

Whilst Lister is not planning to install access to the main office for the reasons outlined above, there have been a number of planned alterations which have improved the position in relation to services to disabled people:

- A. The step at the pavement has been removed and the sloping path adjusted to provide an accessible path up to the foot of the main entrance steps.
- B. A push-buzzer has been installed together with an explanatory sign, which would enable someone who could not access the front door, to call for service. A member of staff would then come out and take brief details of the enquiry, with a view to the staff then following this up in more detail in an appropriate way.
- C. If someone wished assistance to access the office, then that could be done at that stage, should circumstances permit. There are railings with hand-rails up both sides of the steps.
- D. An all abilities toilet has been achieved from the conversion of two separate toilets on the ground floor. This has all the specialist facilities.
- E. A wheelchair height desk in the new reception area with more space and comfort for visitors.
- F. An induction loop system for those with hearing difficulties - available on request.
9. Thus for Lister tenants with disabilities, we aim to provide a full service in people's homes. For other service users, e.g. those seeking housing, we would aim to provide as much advice and assistance as possible through the telephone, home visits and internet communication.