

Tenants in need of assistance

Some tenants are entitled to speedier repairs, and assistance with organising them.

You may qualify if you are:

- A disabled person who uses a wheelchair or walking frame
- Have an advanced terminal illness
- Use medical equipment such as ventilators or kidney dialysis machines
- Have mental health problems or learning difficulties
- A tenant whose first language is not English

We will only arrange this if the reported fault has a negative effect on your condition. We may also offer extra assistance, such as accompanied visits or arranging an interpreter, or other special arrangements that will meet your needs and be appropriate for the repair.