

Two Rivers Housing

Guidance for Maintenance Contractors Working in Tenants' Homes

1. Why this matters

When you carry out repairs or maintenance in tenants' homes, you may see people at vulnerable or stressful moments.

You are **not expected to assess tenants or make decisions**, but you **are expected to be alert to concerns** and pass them on so Two Rivers Housing can provide the right support.

2. What is a reasonable adjustment?

A reasonable adjustment is a **small change to the way services are delivered** to make things easier for a tenant.

This could involve:

- How appointments are arranged
- How information is communicated
- Extra support for someone with a health condition, disability or vulnerability

Adjustments are agreed by **Two Rivers Housing staff**, not contractors.

3. What to look out for

While you're in a tenant's home, be aware of signs that someone may need extra support, such as:

Communication or understanding

- Difficulty understanding instructions or letters
- Hearing, sight, speech or language difficulties

Health or wellbeing

- Mobility difficulties
- Visible distress, confusion or anxiety
- Mental health concerns

Living conditions or safety

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- Hoarding or extreme clutter
- Poor self-care or unsafe conditions linked to vulnerability
- Repairs becoming urgent due to health needs

Engagement

- Repeated missed appointments
- Tenant appears overwhelmed or disengaged

You do **not** need proof and you do **not** need to diagnose anything.

4. What to do if you notice a concern

Do

- Treat the tenant with respect and empathy
- Stick to **what you observed**, not opinions
- Report concerns promptly using the agreed process

Do not

- Promise support or adjustments
- Make decisions yourself
- Record sensitive personal details in job notes
- Share information unnecessarily

5. How to report concerns

After the visit, report concerns using the agreed route (for example: job notes, system flag, email or direct contact).

Include:

- Property address
- What you observed (facts only)
- Any immediate risks

If you believe someone is at **immediate risk**, follow safeguarding procedures.

6. What you can say to tenants (if asked)

You can say:

“Two Rivers Housing can sometimes change how services are delivered to make things easier. Your Neighbourhood Manager can talk this through with you.”

You can also say:

“You can ask for help at any time.”

“You don’t need proof or a diagnosis.”

“I can pass this on for you if you’d like.”

Always check the tenant is happy for you to pass information on.

7. Your role in summary

As a contractor working on behalf of Two Rivers Housing, you are expected to:

- Be aware that extra support may be needed
- Treat tenants with dignity and respect
- Pass on relevant concerns
- Follow safeguarding procedures

You are **not responsible for**:

- Assessing eligibility
- Agreeing adjustments
- Updating customer records

8. Key message

You are a **trusted presence** in tenants’ homes.

By noticing concerns and passing them on, you help keep tenants safe and support fair, accessible services.