

## What will happen after I contact the team?

The team will use a points system to prioritise you as there is often a waiting list for the service. If we cannot support you straight away we will contact you and with your consent, may consider contacting an alternative support agency who could help you.

## Different formats

This information is available on request in a different language, in large print, audio tape/cd or in Braille call 433 2735.



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## HOUSING SERVICES



## Tenancy Support Service



## This leaflet tells you more about the Tenancy Support Service and how we can help you maintain your tenancy.

### What is the Tenancy Support Service?

The Tenancy Support Team provides housing support to people in the community who need help to successfully maintain their Gateshead Housing Company tenancy or private tenancy. Some people find it difficult to manage their tenancy because they are first time tenants, however some existing tenants also struggle to cope.

Issues such as health problems, debt and feelings of isolation can all effect how a person can manage a tenancy.

The Tenancy Support Service exists to offer support to Gateshead Housing Company Tenants and private tenants in their own homes to ensure that they do not feel isolated and unable to cope with problems they may be facing.

### What support is available from the Tenancy Support Service?

Our experienced tenancy support workers can assist you in the following areas:

- Assist you to set up and maintain a tenancy
- Assistance and support to obtain electrical goods and furniture
- Assistance and advice if you wish to access education, training or work
- Developing life skills
- Advice and liaison
- Help in managing finances and benefit claims

- Helping to build your self-confidence so you can live independently
- Help in gaining access to other services
- Developing social contacts and activities
- Help in establishing personal safety and security
- Help in maintaining the safety and security of the property
- Assistance in attending appointments

### Can I receive support from the Tenancy Support Service?

If you are renting your home and feel that you need support you can contact the team. The service is open to anyone renting a property from 16 years onwards.

### How do I receive support from the Tenancy Support Service?

If you need advice and assistance and would like to receive support from the Tenancy Support Service you can contact the team and ask for one of the following support workers

David Turpin	–	telephone number 0191 433 2731
Carolyn Main	–	telephone number 0191 433 2407
Alan Mcguinness	–	telephone number 0191 433 2578
Mark Hanratty	–	telephone number 0191 433 2731

You can also e-mail the team at [tenancysupportservices@gateshead.gov.uk](mailto:tenancysupportservices@gateshead.gov.uk)

Alternatively you could ask for one of the support workers at the reception area within Community Based Services based within the Gateshead Civic Centre who will help you to complete a self referral form.