



Our commitment

We work with customers to provide the right support, tailored to individual needs, to help you live well in your home and sustain your tenancy.

Every time we support you, we will be:

- 1 **Understanding.** We listen without judgement and respect your circumstances.
- 2 **Person centred.** We tailor support to what matters most to you.
- 3 **Practical.** We focus on support that makes a real difference.
- 4 **Collaborative.** We work with you, your family and partner organisations where needed.
- 5 **Honest and reliable.** We are clear about what we can and can't do and follow through on what we agree.



How to access tenancy support

You can access tenancy support in the way that suits you best:

- ✓ Self referral – you can fill out a form on the website [here](#).
- ✓ Referral from a family member, friend or neighbour (with your consent).
- ✓ Via your Housing Officer.
- ✓ Contacting us through our usual channels (phone, online, email or in person).



This service is available to new and existing customers.



How we assess and provide support

Your Housing Officer will visit to talk through the challenges you're experiencing and help us understand what support might help. Support may include:

Financial and practical support

- ✓ Accessing extra financial support.
- ✓ Budgeting, managing money and benefit advice.
- ✓ Practical help with food, furniture and essential items.
- ✓ Support with energy costs, tariffs and energy debt.
- ✓ Help to access employment, education, training or volunteering.

Health, wellbeing and safety

- ✓ Support to help you settle into your home.
- ✓ Help to look after your health and wellbeing.
- ✓ Working with partner agencies to keep you safe if you are at risk of harm.

If appropriate, you may be supported by a **Tenancy Sustainment Coach**, who will work with you over a longer period to help you manage your tenancy.

Our availability

- ✓ Tenancy support is available during standard working hours, Monday - Friday, 9am - 5pm.
- ✓ Support relating to immediate risk or safeguarding concerns will be handled as a priority and may involve partner agencies.



How we can work together to meet this standard

We can achieve the best outcomes when we work together. We ask that you:

- ✓ Tell us as soon as possible if you are struggling.
- ✓ Engage with your Housing Officer or Tenancy Sustainment Coach.
- ✓ Are open and honest about your circumstances.
- ✓ Let us know if your situation changes.
- ✓ Share any adjustments or previous experiences that may affect how we support you.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We are committed to providing fair, equitable and inclusive support. We will:

- ✓ Work with you to understand any barriers you face.
- ✓ Offer advocacy where appropriate to help you get the right outcome.

If we don't meet this standard

If you are unhappy with the support you receive you can:

- ✓ Speak to a **Housing Team Leader/Manager** or **Tenancy Sustainment Manager** - they will explore the issue, address your concerns and escalate if needed.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We work closely with partner agencies** to strengthen referrals and sign-posting processes.
- ✓ **We support the Resident Scrutiny Panel** and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review these standards** in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

