

Service Standard Number 10

Tenancy Support

Service Standard



What is Tenancy Support

"A flexible service providing a range of low to medium level support to individuals who are vulnerable living in an Ashfield District Council property, with the aim of working towards and maintaining independence. The service will assess an individual's needs and enable access to locally available services as appropriate. It will be provided for a period of time that is agreed with you in your 'Support Plan'.

How can we help?

Your support needs will be discussed with you. We will then agree a Support Plan and create an action plan to provide this.

- 🔑 Help in setting up and maintaining your tenancy.
- 🔑 Helping you understand your rights and responsibilities as a tenant.
- 🔑 Advice and assistance with Housing Benefit and other benefits, so that you can maximise your welfare benefit entitlement.
- 🔑 Debt counselling and budgeting.
- 🔑 Advice and assistance on housing matters, and liaising with Housing staff in matters concerning accommodation and tenancy issues.
- 🔑 Help you to deal with disputes and issues involving neighbours.
- 🔑 Help in accessing other support services, including professional help.
- 🔑 Liaison with other services on your behalf.
- 🔑 Consultation and participation regarding the support service.
- 🔑 Assisting you to maintain the safety of the dwelling, such as:
- 🔑 Arranging for workmen to gain access to your property to carry out repair works.
- 🔑 Arranging for adaptation work to be assessed and carried out where a member of the household has a disability.
- 🔑 Putting you in touch with support groups, networks and Voluntary Agencies.
- 🔑 Dealing with complaints about services.
- 🔑 Liaison with relatives .

Our Commitment to you

Ashfield Homes Limited is responsible for providing the support services listed above, or for arranging for the support service to be provided by another external agency where applicable.

We will regularly review your individual needs and amend your Support Plan accordingly.

We will work in partnership with all other care and support agencies working in the Ashfield District, and the Supporting People Partnership in Nottinghamshire, which provides the funding for housing related support services.

Ashfield Homes Supported Housing Services have procedures in place for identifying Anti Social Behaviour and Domestic Violence. We will investigate and may take action, for example informing the Police and or taking legal action if appropriate, disciplinary action and working with perpetrators to avoid any future incidents.

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below.

Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Telephone 01623 608990

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Our services are normally available between 8.30 am and 5.00 pm Monday-Thursday, 8.30 am to 4.30 pm Friday (except Bank Holidays). If you wish to leave a message at any other time, you can ring the Ashfield Homes. Should you need to leave a message outside of these hours you can contact our 24 hour Support Centre on 01623 457999 and an Officer will contact you on the next working day.

Visit our web site at www.ashfieldhomes.co.uk

IF YOU REQUIRE THIS DOCUMENT IN ANOTHER FORMAT,
FOR EXAMPLE ANOTHER LANGUAGE, AUDIO CD,
BRAILLE OR REQUIRE A MAGNIFYING SHEET TO MAKE
THE TEXT LARGER PLEASE CONTACT US ON

Tel - **01623 608888**