



Tenancy Support Services



Welwyn Hatfield
Community Housing Trust



Tenancy support services

Our **Tenancy Support Service** gives advice and help to tenants/licensees who are already living in their home, or who have just moved into a home managed by the **Community Housing Trust**. The aim of this service is to provide housing-related support.

Our **Tenancy Support Officers** are all trained to offer help on a wide range of issues. They can offer support to a person for up to two years.

We help identify and work through problems that have affected people's lives. We can help people settle into a new tenancy or keep a current tenancy. In turn, this helps prevent homelessness.

We can help with a wide range of issues, depending on the needs of each client. We work with people to agree their action plan setting out what support they need and how it will be provided. Clients are involved in reviewing their progress and work with us to agree what happens when the support service is coming to an end. All clients receive the support on a voluntary basis and are expected to engage in all aspects of the agreed action plan.

Our Tenancy Support Officers offer the following types of support:

- Help to set up home, including getting furniture
- Help to keep a tenancy or licence
- Help to manage money and benefit claims
- Advice on jobs and training
- Accessing local community and support organisations to develop a social life
- Help with reporting repairs
- Advice on debts and payment of utility bills
- Advice, advocacy and liaison
- Emotional support and advice
- Help to manage personal safety and security, including behaviour management
- Supervision and monitoring of health and well being, including developing domestic skills
- Help towards achieving independence

Our Tenancy Support Officers will:

- Treat you with respect at all times
- Respect your confidentiality
- Make sure the information we provide is clear and consistent
- Involve you in planning and reviewing your support needs, and the way we work together to help your support come to an end
- Provide comfortable and safe surroundings to meet with you
- Provide you with all the help and advice we can
- Refer you to another appropriate organisation if we are not able to help.



How to contact our Tenancy Support Service:

You can access our service through:

- Your **Neighbourhood Housing Officer**
- **Welwyn Hatfield Council**
- Any other agency worker who may have concerns about you or your family
- By calling our **Tenancy Support Service** direct:
 - For Hatfield tenants: **01707 357677**
 - For Welwyn Garden City tenants: **01707 357622**
 - For temporary accommodation tenants and licensees: **01707 357642**

What will happen after I contact the Tenancy Support Service?

We will carry out an **Initial Assessment**, either in your home or in the office. We will agree with you what support you need and what we can do for you.

We will produce a **Support Plan**, which will record aims and objectives to work towards. After about three months we will hold a **Review** with you to check the progress of the Plan. You can also ask for a review at any time.

What happens if I do not want the service?

Working with the **Tenancy Support Service** is voluntary so you can choose whether or not to continue with your support plan.

Who pays for the service?

At present the service is paid for by the government through **Supporting People**. You will not have to pay anything for this service.



Monitoring our performance

We continuously monitor our performance, to make sure our service is meeting the standards set out in this leaflet, and to see how we can improve.

We will:

- Meet with you within 10 minutes of your appointment time
- Offer you the chance to complete a short survey asking for your views on the **Tenancy Support Service**
- Review responses to the survey so we know how we can improve
- Report to '**Supporting People**' the percentage of service users who maintain independent living.

We will work with our customers to review our service standards each year. This is to make sure we are reaching the agreed levels of performance. We will also use the review process to look at how we can improve services for the future. If you would like to be involved in reviewing our service standards please contact our **Communications and Customer Services Team** on 01707 357 715 or 01707 357 614.



How to contact us

Tenancy Support Team

Hatfield tenants: 01707 357 677

Welwyn Garden City tenants: 01707 357 622

Temporary accommodation tenants and licensees: 01707 357 642

Email: housingneedsadmin@welhat-cht.org.uk

Write to: 51 Bridge Road East, Welwyn Garden City, Herts, AL7 1JR

Neighbourhood Housing Offices:

Welwyn Garden City

Telephone: 01707 357 796

Email: wgc.housing@welhat-cht.org.uk

Write to: 51 Bridge Road East, Welwyn Garden City, Herts, AL7 1JR

Hatfield

Telephone: 01707 357 088

Email: hatfield.housing@welhat-cht.org.uk

Write to: 30/32 Town Centre, Hatfield, Herts, AL10 0LD

Your feedback is important to us. We would like to hear from you if:

- you feel that the Community Housing Trust is not meeting the standards set out in this leaflet
- you have any questions about our services
- you wish to make a comment, compliment or complaint about our services

You can give feedback by:

- contacting the service or team you have been dealing with direct
 - contacting your local Housing Office
 - completing a 'Comments, Compliments and Complaints' form.
- Forms are available on our website (www.welhat-cht.org.uk), from our offices, or can be sent to you on request.



Access to information

We want our customers to be able to access information and services as easily as possible, in ways that suit them. We can provide information in different formats or other help where this is needed. The type of help we can provide includes:

- Translations into:
 - Different languages
 - Braille
 - Easy Read
 - Large print
 - Audio
- Accessible pdf documents
- Telephone interpreting
- Face-to-face interpreting (including sign language)

Please contact the Tenancy Support Service or our Communications and Customer Service team if you need help accessing any information about our services.

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Welwyn Hatfield
Community Housing Trust

Working in Partnership with

