

## How to access the service

Referrals to the service can be made by your Home Agent or support worker by completing the referral form, or you can ask for the service yourself by calling our Tenancy Sustainment team on 0330 100 0272 or by emailing:

[TenancySustainment@bpha.org.uk](mailto:TenancySustainment@bpha.org.uk)

We will complete an initial assessment with you and if you are accepted for the service, your Tenancy Sustainment Officer will meet with you to discuss your goals and how you can achieve them.

If we decide the service is not suitable for you, we will let you or whoever made the referral know why not and we will provide further advice as appropriate.



**Please note that this service is for bpha tenants only and does incur a small charge, which may be fully covered by Housing Benefit. Please call us for an informal chat or for more information.**

**We do not provide the following services, but may be able to help you access them from other sources:**

- Personal care
- Domiciliary or home care
- Health care
- Therapeutic services
- Rehabilitation and specialist treatment
- Counselling
- Help with transport/mobility
- Home adaptations to improve accessibility
- Training courses
- Decorating services
- Gardening services



## Tenancy Sustainment Service

## The aim of Tenancy Sustainment

The Tenancy Sustainment service aims to provide short term support (up to two years) to people at risk of losing their tenancies, helping you get back on track and keep your home.

## We can help you with:

- ✓ Understanding your tenancy agreement and how to keep to it
- ✓ Working with other agencies
- ✓ Making sure you pay your rent on time
- ✓ Reducing any rent debt you have
- ✓ Claiming Housing Benefit, Universal Credit or any other benefits you may be entitled to
- ✓ Arranging for inspections or repairs to be carried out
- ✓ Advice and guidance on keeping your property in a good condition
- ✓ Accessing any other support providers you may need
- ✓ Advice about how to move to different accommodation
- ✓ Developing support networks and getting involved in local activities

## Working together with:

Care, support and welfare services

Local voluntary organisations

Education and employment providers

Health, social care and mental health professionals

## We can also help you access further support for issues such as:

- Domestic abuse
- Mental health
- Disabilities
- Drug or alcohol dependency

## What we expect from you...

- To fully engage with the Tenancy Sustainment service provided by bpha
- To meet with your designated Tenancy Sustainment Officer at your home or elsewhere when asked to do so
- To work with your Tenancy Sustainment Officer in order to tackle the identified risks to your tenancy
- To continue to work with your Home Agent to deal with tenancy related issues which arise