

## OUR TENANTS FIRST SERVICE OFFERS OUR TENANTS A RANGE OF SUPPORT



WE ARE

**MORE THAN JUST  
A LANDLORD**

### HOW WE CAN HELP

Our team specialises in three different areas of tenancy support based around finances, mental health and our family intervention service, who provide support to families with multiple and complex needs, by working with you and your whole family.

If you feel you need support from our service you can self-refer, or any professionals working with you can refer on your behalf.

#### TENANT SUPPORT OFFICERS

Our officers provide specialist money management advice and support tenants who have difficulties with their bills, finances and debt. We can help with things like paying your rent, budgeting and maximising your income.

#### MENTAL HEALTH HOUSING SUPPORT OFFICERS

Provide flexible, housing related support to tenants who have low level mental health needs, affecting their ability to maintain their tenancy and home. We offer a dedicated mental health support officer who will work with you to set achievable goals and actions.

#### FAMILY INTERVENTION KEYWORKERS

We offer a dedicated keyworker to support your whole family, helping you to achieve your goals. This could be around criminal and anti-social behaviour, debt, tenancy issues, domestic abuse, mental health, parenting, education and employment, or safeguarding.

## What happens with your referral?

It is sent to our service and our team will complete a screening assessment to see if we can meet your needs. We have certain criteria we need to meet before we can accept you for support.



## What happens if you are accepted for support?

We will contact you and any other professional working with you to let them know. You will next be contacted by a member of our team who can begin your support.

## What happens if I don't meet the criteria?

We will write to you to let you know. We will also share with you what other support is available to you in your area.



## THE TENANT FIRST SERVICE CAN OFFER SUPPORT AROUND THE FOLLOWING

- Financial advice
- Personal budgeting
- Rent and council tax support queries
- Support around benefits
- Debt management
- Citizens Advice Bureau referrals
- Utility support/bills
- Discretionary Housing Payment support
- Accessing grants
- Opening bank accounts
- Setting up e-mail accounts
- Support with your tenancy
- Food bank and community shop referrals
- One to one parenting support and access to parenting programmes
- Learn how you can be "in tune with each other" and understand your child's behaviours
- Support a child or young person with their emotional wellbeing through one to one targeted support
- Practical skills and guidance on supporting your child into school
- Help tenants to get work ready and helping with CV and job search through Adult Learning
- Promote healthy lifestyles, encouraging hobbies, interests and community activities
- Support families around domestic abuse
- Support around managing your tenancy
- Deliver low level mental health support
- Support around accessing services for drugs and alcohol
- Furnished tenancies

## CONTACT US

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