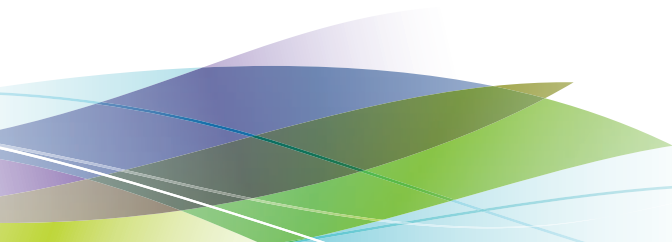


Tenancy Support Service



What is our Tenancy Support Service?

Our recently introduced service aims to help tenants who may be facing difficulties with managing their home.

It may be you need help with:

- budgeting
- home management
- lifeskills
- stress or a mental health problem
- furniture or decoration
- shopping and food preparation
- accessing health and other services
- dealing with an addiction - to drugs, alcohol or gambling.

Or you may just need help to report a repair, apply for a medical adaptation or perhaps to arrange to have a community alarm fitted to your home should you need to get help in an emergency.

What will we do?

We will:

- provide you with advice and assistance regarding where you can get further help and advice
- arrange support from other agencies to help ensure that you are not in any danger of not being able to manage your tenancy
- arrange for our own Financial Inclusion team to talk to you about your rent or other debts you may have
- talk to you about rehousing - you may prefer to consider a transfer to a smaller or larger home or to a different area

Who should I speak to?

Our member of staff dealing with this is Avril McLaughlin and she is part of our Housing Support Team. Avril can visit you in your home or make an office appointment for you.

Can I be sure this will be confidential?

All our staff deal with information in a strictly confidential manner.

Avril will not disclose any information to any other person or agency unless you have given your written consent to this. Avril has had an Enhanced Disclosure (Criminal Record check) carried out, as have all staff who work in our Housing Support Team.

How will it help me?

We have introduced this service as we wish to help make sure you have the support you need to allow you to stay in your home for as long as you want to.

It is a free service for all tenants. We want to help you **before** things become too serious or difficult to manage and to avoid the possibility of your tenancy with us being under threat.

If in doubt, please contact us - we're here to help.

How can I contact Avril?

It's easy

- by phone on Avril's direct number on 0141 550 9550
- by calling into the office at 423 London Road, Calton
- by emailing her avril.mclaughlin@thenuehousing.co.uk



Avril McLaughlin
Tenancy Support Officer

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We are committed to ensuring access to information for everyone. If you need this information translated in another language or you require an audiotape, Braille or large print version, please tell us.

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