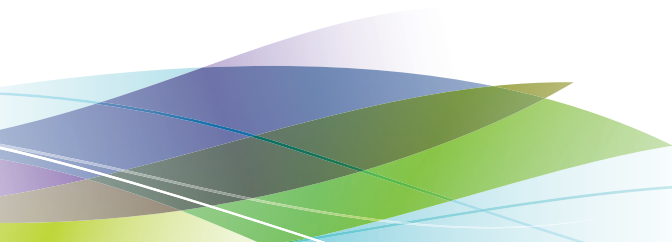


# Tenancy Support Service



## What is our Tenancy Support Service?

Our 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 and will not disclose any information to any other person or agency unless you have given your written consent to this.

## 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](mailto:avril.mclaughlin@thenuehousing.co.uk)



Avril McLaughlin  
Tenancy Support Officer

**If you are a Thenue Housing tenant, we have a self service APP for your phone or tablet and a Web Portal** on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it please do contact staff at our office.



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

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