



13

Service Standard

Tenancy Support Service

خدمة دعم المستأجرين

ভাড়াটে স্বত্ব সহায়তা পরিষেবা

Xizmetê Pistgîrî li Kirêdaran

خدمتی پشتیوانی له کرێچیهکان

बिराष्टरानी मराष्टिडा मेदा

Adeegga Taageerada Kireysiga

کرایه داری معاونتی خدمت

APPROVED
by Tenants ✓



Author: Vicky Moses (August 2008)

Tenancy Support Service

Sandwell Homes has a team of 24 Tenancy Support Officers and 3 Senior Tenancy Support Officers who provide support to vulnerable tenants in their own homes in the borough of Sandwell.

The Tenancy Support Officers are available:

- Monday to Thursday 9.00am – 5.30pm
- Friday 9.00am – 5.00pm

Our Promise to You:

We will provide information on the Tenancy Support Service:

- On our website www.sandwellhomes.org.uk
- In your local Neighbourhood Office
- From your Housing/Tenancy Support Officer
- By telephoning the Tenancy Support Service on **0121 569 5099**
- Or email community_care@sandwellhomes.org.uk

Our Service Standard to you:

We will in agreement with you:

- Assist you in resettlement and provide help with setting up your tenancy.
- Provide assistance to enable you to sustain your tenancy and maintain your independence.
- Help with most of the day-to-day issues that can cause problems in looking after your tenancy.
- Help you apply for benefits if applicable.
- Provide advice on budgeting or arrange for help from other specialist organisations.
- Support with settling any rent arrears.
- Support with gaining access to other services.
- Liaise on your behalf with statutory and voluntary agencies.
- We will endeavour to meet your language, cultural and any other diverse needs.

The role of the Tenancy Support Officer

The Tenancy Support Officer will work with you to identify your support needs. The support given will be for a short period of time to help regain skills and confidence to maintain your tenancy and live independently.

The length of time you receive support from the Tenancy Support Officer will depend upon your particular needs.

- Once we receive a referral, a Tenancy Support Officer will arrange an initial visit with you within 10 working days.
- The role of the Tenancy Support Officer will be explained to you at the initial visit.
- The Tenancy Support Officer will explain and undertake with you an assessment of your support needs.
- If your application is accepted you will then receive a letter, which will tell you the name of your Tenancy Support Officer and the date of your first support visit.
- If your application is refused you have the right to request a review.
- Your application for Tenancy Support from initial referral to the outcome of the assessment will take no longer than 20 working days.
- On your first support visit your Tenancy Support Officer will develop an Individual Support Plan, with you, which will recognise your needs and priorities.
- Agree with you the hours of support and number of visits per week.
- Your Individual Support Plan will be reviewed within 20 working days and thereafter every three months.

Your Responsibilities

As a tenant;

- To accept the support offered by your Tenancy Support Officer.
- Carry out actions agreed in our meetings.
- To attend appointments at the time agreed or if you cannot keep an appointment to contact your tenancy support officer to rearrange.
- To treat your Tenancy Support Officer with respect.
- To be appropriately dressed.
- Not to be under the influence of alcohol or illegal drugs.
- Please do not smoke during your support visits.
- Arrangements need to be made prior to any support meeting if you require family or friends to be present.
- Please make sure that any pets are moved to a safe and secure place.

Want to know more?

For further information please contact;

Tenancy Support Service

Sandwell Homes Limited,

Dartmouth House, Sandwell Road,

West Bromwich B70 8TQ.

Telephone: **0121 569 5099**

Supporting People Team

1st Floor, Kingston House, 438 High Street,

West Bromwich B70 9LD.

Telephone: **0121 569 5267**

If you would like a copy of this document translated, or require a copy in Braille, large print or audio tape, please contact 0121 569 6030

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

আপনি যদি এই নথিটির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Eger hûn dixwazin kopiyeke vê dokument bê wergerandin yan jî dixwazin kopiyeke bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bidestd bixin, jî kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

"ئەگەر تۆ دەتەوێت ئەم بەگەییە وەر بگرێنەوه سەر زمانی خۆت، یان بە د ی
بەرەیل، چاپی قەهەر یان لە سەر شریتی کاسەت بۆ تۆ ئاملا دەکەین، تکایە
پەیوەندی بکە بە ژمارە تەلەفونی 0121-569-6030.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ
ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Haddii aad jeclaan laheyd nuqul dukumeentigan ah oo tarjuman, ama aad u baahan tahay nuqul ah
Luuqadda indhoolayaasha, Daabacad weyn ama Cajalad Dhegeysi, fadlan la xiriir 0121-569 6030

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی
ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Your nearest Housing office is: