

# Tenancy Support

## Help and guidance



☎ 0300 777 2600  
🌐 [www.goldinghomes.org.uk](http://www.goldinghomes.org.uk)



🗨 Tenancy Support

# What is tenancy support?

We want to be able to help our tenants manage their homes and their tenancies successfully so we offer a free, short-term Tenancy Support Service.

Whether you are moving to a new home or struggling with your household finances, our Tenancy Support Advisor may be able to offer you help and guidance.

## How do I get support?

If you feel you need some help then please contact your Neighbourhood Advisor. If you meet the criteria they will make a referral to the Tenancy Support Service.

You can contact your **Neighbourhood Advisor** on 0300 777 2600 or email [enquiries@goldinghomes.org.uk](mailto:enquiries@goldinghomes.org.uk)





## What kind of support do we offer?

### **Our Tenancy Support Service can provide the following:**

- carry out a benefit entitlement assessment
- help applying for and dealing with benefit issues
- advice on welfare reform
- help with budgeting and household finances
- help managing debt
- providing support and advice on housing difficulties, e.g. rent arrears
- support in applying for grants to help with household items i.e. beds, cookers
- help accessing training and employment opportunities
- help finding appropriate support groups

## What happens next?

Once we receive the referral we will send you an acknowledgement letter.

We will then contact you to make an appointment to visit you in your home, or meet somewhere more convenient. We will talk to you and find out how we can address your individual needs. We will agree a support plan that will help you deal with your problems and set out how we will work together to meet your goals.


This service is a short-term intervention and we will discuss with you when our help and support comes to an end. The support usually stops when:


- you have met all your goals on the support plan
- no further progress can be made due to non-engagement
- you no longer require our support
- another agency is appointed to help you

## Contact us

### Golding Homes

Whatman House  
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Maidstone  
ME16 0LS

 0300 777 2600

 [enquiries@goldinghomes.org.uk](mailto:enquiries@goldinghomes.org.uk)

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