

WHAT IS REQUIRED FROM THE TENANT?

The TS service will require a commitment from the tenant that they will meet at least weekly for the first month with the TS worker, to resolve the problems they are facing. And that they will work alongside the TS worker with the aim of becoming self sufficient and independent in their accommodation within one to six months.

The TSW will use a **Self Assessment Chart** with the tenant which highlights a list of seven categories including confidence, money management, management of physical/mental health, living skills etc. Its aim is to raise the confidence of the person using it, focus on the positive and, at the end of the tenancy support period, leave the person in no doubt that they can and do have what it takes to be a successful tenant.

CLOSURE OF THE SERVICE

Case closure may occur for a number of reasons such as:

- Completed programme of Tenancy Support
- Non-engagement with the service
- A number of missed visits and lack of contact with the Tenancy Support worker

When a tenant no longer wants or needs our support Path will offer a feedback form, to be completed either independently or with a worker (not usually their original Tenancy Support worker). All feedback is valued and informs our future practice.

COMMENTS / COMPLAINTS

Path aims for all our services to be provided in a manner that is professional, responsive, fair, respectful and effective.

We welcome feedback. Any comments or concerns about the service should be addressed and sent to Path Tenancy Services Manager or Path Director.

There is a specific procedure for complaints: a worker can help submit a complaint and support will be provided to anyone wishing to do so.

CONTACT DETAILS

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**TENANCY
SUPPORT**

TIS

To support tenants of:



WHAT IS TENANCY SUPPORT?

This service is for people who need support to set up or sustain a tenancy or manage it independently. This could be due to literacy problems, mental health issues, budgeting problems, alcohol and drug issues, mild learning difficulties, domestic violence etc.

Ultimately, Path Tenancy Support (TS) aims to support those who could be vulnerable to losing their accommodation.

WHO IS THIS SERVICE FOR?

It is for private tenants who are renting their accommodation with Plymouth Homes 4 Let (PH4L).

HOW DO YOU ACCESS TENANCY SUPPORT?

Referrals to this service are to be made by either Plymouth Homes 4 Let or Path Deposit Guarantee or Plymouth City Council Housing Advice.

*If you are reading this and you are tenant with PH4L and you are experiencing difficulties with your income, tenancy or another matter then you can approach PH4L independently and ask to be referred into the service.

WHAT CAN TENANCY SUPPORT OFFER?

- Advice and assistance with housing matters e.g. dealing with queries and correspondence from the landlord, letting agency, housing benefit etc.
- Support and advocacy in dealing with other agencies, organisations, medical services, welfare benefits etc.
- Help to set up rent payment on a new tenancy
- Assistance to access benefits, and general support to maximise income.
- Advice and guidance with budgeting, savings plans and referrals to debt agencies.
- Help to set up and register utilities e.g. gas, water, electric etc.
- Support with accessing mental health services, drug and alcohol agencies and others.
- Constructive, positive feedback and advice to manage housing affairs successfully.
- A personal, tailor-made support plan which fits the tenant's housing need, which is time limited and solution focused.

Tenancy Support offers both the tenant and the landlord the opportunity to have a successful tenant/landlord relationship, where security of tenure is paramount.

WHAT HAPPENS AFTER THE REFERRAL TO THE TENANCY SUPPORT SERVICE?

The tenant will be contacted by the Tenancy Support Worker (TS Wkr), who will arrange an assessment.

The assessment will take approximately one hour. In that time, and with the express agreement and guidance of the tenant, an Action Plan will be drawn up identifying a list of tasks to be completed within a set period of either a month, 3 months or possibly longer. There will be a monthly review to assess the progress of the Action Plan.

- Maximum Tenancy Support (TS) period is 6 months; however, the TS Wkr will reserve the right to extend the period for specific reasons identified and agreed with the tenant should it be necessary to do so.

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