

# Tenant Support Program

Foundation Housing provides a free Tenant Support Service to help tenants who might need some extra support to manage their home and tenancy.

## What is tenant support?

Sometimes people face issues which make it difficult to manage their tenancy successfully. Debt, poor health and family issues can all affect how a person manages their tenancy.

If you're struggling to pay your rent or maintain good property standards, you can ask your Housing Coordinator for a referral, or they may make a referral on your behalf to the Tenant Support Program.

## How does tenant support work?

A Tenant Support Coordinator can receive a referral from the Allocations Team at the start of your tenancy or from a Housing Coordinator during your tenancy.

The Tenant Support Coordinator will meet with you to talk through any issues that may be placing your tenancy at risk. They will work with you to develop a plan to meet your support needs.

This plan will be different for everyone and will depend on your specific needs. It's important to share as much detail as possible with your Tenant Support Coordinator so that the plan fully meets your needs.

Your Tenant Support Coordinator will meet with you regularly to review your progress.

## What support is available through the Program?

Tenant Support Coordinators can assist you in accessing support by making referrals to:

- debt counselling
- drug and alcohol services
- financial counselling
- counselling
- home and community care
- domestic violence support
- advocacy services
- mediation services
- mental health services
- legal services

## Frequently Asked Questions

### Q: How long does support last?

**A:** Support is generally provided for up to three months as that's the time it usually takes for a plan to be implemented and for changes to start to take effect. If you need long-term support, we will discuss this with you.

### Q: Is the service confidential?

**A:** Yes. Foundation Housing understands and respects the importance of confidentiality.

### Q: Is the program available to everyone?

**A:** Yes. All tenants of Foundation Housing can access the Tenant Support Program.

Working with a Tenant Support Coordinator is a positive step towards overcoming any difficulties you are experiencing in your tenancy. Contact your Housing Coordinator to have a chat and see if Tenant Support is right for you.

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