



Extra support

Our priority is to ensure you are fully supported when challenges arise that may impact you being able to manage and sustain your tenancy. We have a Community Services Team which offers a range of support services to our tenants, alongside general advice and assistance that your Housing Coordinator can provide.

Sometimes these challenges are long term issues that you have dealt with for many years, while

others might be one-off issues that you need help to fix and can then move on without any further assistance. Whatever the issue, it is important to let your Housing Coordinator know as soon as possible that you need some extra help to manage these challenges. We want to connect you with support before the issues escalate and possibly impact your tenancy.

WHAT SUPPORT WE OFFER



Tenant Support

Practical, day to day assistance to help manage your tenancy. This could include help to manage your finances and budgeting or general advice about how to clean and care for your home to ensure it meets inspection standards.



Support Referrals

We are able to connect you with specialist agencies which can provide more intense help in areas such as Mental Health, Parenting, Drug & Alcohol, Family Domestic Violence, Disability and many more.



Case Management

For those experiencing homelessness or at risk of homelessness, we offer a case management service to help secure long term housing or address issues impacting the tenancy which may, if not addressed, result in housing being lost.

Whatever the issue, please reach out as early as possible so we can work with you to help sustain your tenancy.