

Tenancy Sustainment Service



When your needs change our
services change with you



**A guide to what
we do and how to
access our service**

Starting your tenancy

This may be the first tenancy that you have had and moving into a new home for the first time can be a scary experience. There will be furniture to think about, setting up your bills, and rent payments. You may also require support for extra peace of mind.

Our Tenancy Sustainment Officers can provide you with the information, advice and skills you need to help you get started.

Maintaining your tenancy

You may be struggling to stay on top of your bills or falling behind with your rent payments. You may have been served with a Notice of Seeking Possession or even referred to court.

The main role of a Tenancy Sustainment Officer is to provide you with the skills to maintain your tenancy. This could be in temporary or general needs housing where a bit of support is needed to get back on track. Our aim is to ensure that you remain in your home and maintain your tenancy.



Is the Tenancy Sustainment Service for me?

The Tenancy Sustainment Service is available and free to all Radian residents.

There are a number of ways we can help:

- Help to develop budgeting skills
- Benefits advice, ensuring that you receive the correct benefits and helping you to claim them , . .
- Help understanding and completing forms
- Support to apply for grants through the Social Fund and information on local charities and furniture projects
- Help setting up and managing bills, ensuring best value for money from utility providers
- Supporting you to access education, voluntary work and employment
- Help accessing local services e.g. mental health services, drug and alcohol services and any other specialist services as defined by your needs
- Advice on debt issues and referring to specialist debt advice services where needed
- Resettlement, supporting residents to access and move into more appropriate accommodation

Our aim

To reduce the number of tenancy failures by identifying personal, social and financial factors that could lead to eviction.



If you wish to be contacted about support, please complete the form below and return to:

Tenancy Sustainment Manager, Radian, Drum Court, The Spain, Petersfield, Hampshire GU32 3NG

Your name

Your address

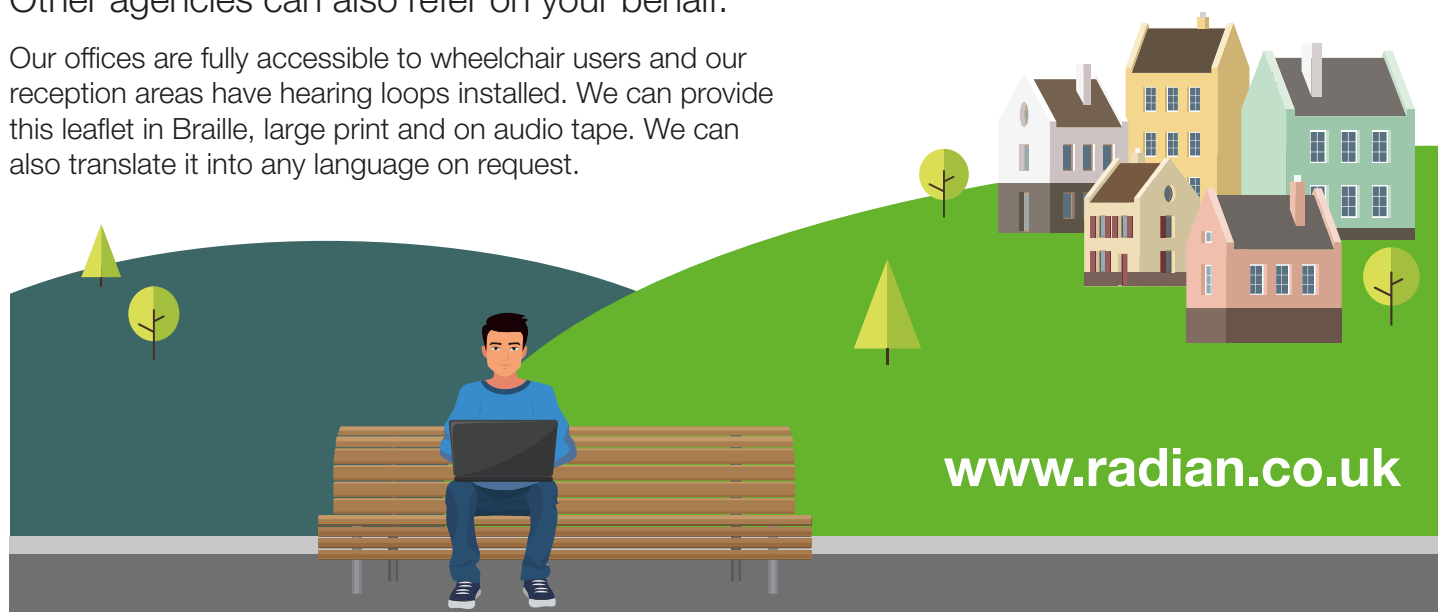
Telephone number

Brief description of help needed

Referrals can also be requested through your local office, by ringing us on 0300 123 1 567 or emailing **radiandirect@radian.co.uk**.

Alternatively you can speak to your Neighbourhood Officer or your Income Officer. Other agencies can also refer on your behalf.

Our offices are fully accessible to wheelchair users and our reception areas have hearing loops installed. We can provide this leaflet in Braille, large print and on audio tape. We can also translate it into any language on request.



www.radian.co.uk