



Housing Management | Tenancy Support

What to do if you need Tenancy Support



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What Tenancy Support Can Help With

Our Tenancy Support Service provides practical, hands-on help with the issues that can affect your ability to manage and maintain your tenancy. We focus on giving you the tools, information, and support you need to keep your home affordable and secure.

Benefits and Income Support

We can help you understand what financial support you may be entitled to and assist with applications, including:

- Universal Credit
- Housing Benefit
- Council Tax Support
- Pension Credit
- State Pension
- Personal Independence Payment (PIP)
- Discretionary Housing Payments
- Other relevant benefits or local schemes

Budgeting and Money Management

We can work with you to:

- Review your income and outgoings
- Create a realistic household budget
- Identify areas where savings can be made
- Improve your ability to manage bills and regular payments

Debt Support

If you're struggling with debt, we can:

- Help you understand what you owe
- Prioritise essential bills
- Support you to contact creditors
- Refer you to specialist debt-advice services where needed

Grants and Financial Assistance

We can help you explore:

- Local and national grants
- Charitable support
- Emergency financial help
- Schemes that may reduce financial pressure

Downsizing and Affordability

If your current home is no longer affordable or suitable, we can:

- Discuss downsizing options
- Help you understand the process
- Support you with applications and next steps

Who Can Access Tenancy Support

Tenancy Support is available to St Leger Homes tenants who need help to manage and maintain their tenancy. You can access the service if:

- You are a current St Leger Homes tenant
- You are struggling to keep up with rent or household bills

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- You need help applying for benefits or understanding your entitlement
 - You are dealing with debt that is affecting your tenancy
 - Your home is no longer affordable and you want to explore downsizing
 - You can self-refer, or anyone working with you can refer you into the service
 - You feel you would benefit from short-term, practical support to stabilise your situation

The service is free, confidential, and designed to help you stay secure in your home.

How to Request Support

Self-Referral

You can contact the Tenancy Support Team directly to request help. You don't need to go through anyone else — just get in touch and we'll take it from there.

Referral by Others

Anyone working with you can refer you into the service, including:

- Housing Officers
- Income Management Officers
- Support Workers
- External Agencies
- Safeguarding Officers
- Anti-Social Behaviour Officers
- Any member of staff at St Leger Homes

What You Can Expect From Us

When you access Tenancy Support, you will receive practical, personalised help designed to make managing your tenancy easier.

A Supportive and Professional Service

You will be treated with respect, understanding, and confidentiality at all times. We work with you and we'll always explain things clearly.

A Dedicated Tenancy Support Officer

You will be allocated a Tenancy Support Officer who will:

- Discuss your situation
- Identify what support you need
- Agree realistic steps to help you move forward
- Keep in touch throughout your support

A Tailored Support Plan

Your support will be based on your individual circumstances and may include:

- Benefit applications
- Budgeting support
- Debt-related help
- Accessing grants
- Downsizing advice

Clear Communication

We will:

- Keep you updated
- Explain actions clearly
- Make sure you understand your options

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- Work at a pace that suits you

How Long Support Lasts

Short-Term, Focused Support

Support is short term — usually around 2–3 months in most cases — and aims to help you:

- Stabilise your finances
- Resolve immediate tenancy-related issues
- Build confidence in managing your tenancy independently

Tailored to Your Needs

Support continues until:

- Agreed actions are completed
- Your situation has improved
- You feel able to manage independently

Ending Support

When support ends, we will:

- Review your progress
- Ensure you have the tools and information you need
- Signpost you to other services if needed

Your Responsibilities During Support

To make the support effective, we ask that you:

Stay Engaged

- Keep in contact
- Attend appointments
- Update us if your circumstances change

Be Open and Honest

- Share accurate information
- Tell us about challenges
- Ask questions when unsure

Take Agreed Actions

This may include:

- Providing documents
- Contacting agencies
- Following budgeting advice
- Completing forms

Work Towards Independence

Our aim is to help you manage confidently on your own.

How to Get in Touch

The quickest way to refer into the Tenancy Support Team is to:

- Complete the online referral form:

<https://www.stlegerhomes.co.uk/advice-and-support/tenancy-support/>

- Call the team:

01302 862050

- Email us:

HOTS@stlegerhomes.co.uk

Next Steps

1. Make a Referral

Online, by phone, or by email.

2. We Contact You

A Tenancy Support Officer will discuss your situation and needs.

3. Agree a Support Plan

We set goals and outline the steps we'll take together.

4. Receive Support

Short-term, focused help (usually 2–3 months).

5. Support Ends

We review progress and ensure you feel confident moving forward.

Final Summary

The Tenancy Support Team provides short-term, practical help to St Leger Homes tenants who need support to manage their tenancy. Whether you need help with benefits, budgeting, debt, or tenancy-related challenges, we work alongside you to improve your situation and build confidence.

Closing Statement

We're here to help you feel secure, supported, and in control of your tenancy. If you think you may benefit from Tenancy Support, please get in touch — we're ready to support you every step of the way.

If you'd like, I can also format this into a branded layout, simplify it for a leaflet, or create a shorter version for social media or your website.