

# How to Apply for Tenancy Support Services

## SEVEN LOCKS HOUSING

— Strong **Foundations**,  
Stronger **Communities**.....

SEVEN LOCKS  
  
HOUSING

## What is Tenancy Support?

It is a service provided to Seven Locks' Tenants who are assessed as needing advice and assistance in order to successfully maintain their tenancy.








An assessment can take place in the Seven Locks Offices or in your own home.

Tenancy Support can be offered to an existing or new tenant and is for a limited period of time. This way when support is no longer required by one tenant it can be transferred to another tenant.

The Tenancy Support service is funded by the Supporting People Programme and will be free to those who are in receipt of housing benefit.

## Who Can Apply?

Any tenant who:

-  feels they need extra support
-  is vulnerable due to age
-  is leaving Care, the Council's Homeless Hostel or an institution.
-  is inexperienced living independently
-  has a learning difficulty
-  has an addictive illness
-  is a Mental Health Service user

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,  
Market Harborough LE16 9HW

**Tel:** 01858 414500, **Fax:** 01858 419156, **Email:** [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)

## What Support is Provided?

A range of advice and support is provided as well as sign posting to other agencies as appropriate.

Support can be offered with:

-  setting up a home
-  advocacy and welfare benefits
-  budgeting and debt counselling
-  independent living skills
-  issues relating to your tenancy agreement
-  training and education
-  employment opportunities
-  moving to permanent accommodation
-  equipping and furnishing a permanent home
-  health issues

## How Long will the Support Last?

You may need quite intensive support or you may need only a couple of visits, this depends on your individual circumstances.

## How is the Support Monitored?

There is an initial visit and assessment, dependent on need. The support is then regularly reviewed. We will also consult you about the service, whether you are satisfied and if or how you feel it could be improved.

## **Who do I contact?**

If you would like an informal chat or further information, about our Tenancy support Service, please contact:

Jenny Young, Tenancy Support Officer  
Seven Locks Housing, 01858 414520

Alternatively contact our Customer Service Assistants on

**01858 414500**

and they will be able to put you through to your area Housing manager

**All cases will be dealt with in  
STRICTEST CONFIDENCE.**

If you have a complaint or concern about the service please let us know.

You can do this by completing a Complaint Form or you can contact the Personal Assistant to the Executive Director,  
Telephone: **01858 414541**

**This leaflet gives advice about  
Our Tenancy Support Service— If  
you or someone you know needs this  
information in another format or  
language, please contact Customer  
Service on 01858 414500.**

**We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.**