

Your guide to...

the tenancy support service



Information
for customers of
Parkway Green
Housing Trust



Your guide to... the tenancy support service

If you are having difficulties managing your tenancy, then the Tenancy Support Service is available to help. The service is there to give you the support you need to live an independent life.

The Tenancy Support Service offers support to Parkway Green Housing Trust tenants in their own home. The service can ensure that they do not feel isolated and unable to cope with problems they may be facing and so can avoid the risk of eviction. Where we cannot help directly, we can put people in touch with other agencies that can.

There are lots of reasons why people might need some help from time-to-time. Issues such as health problems, debt, drug and alcohol dependency and mental health issues can all affect how a person can manage a tenancy. It may be because someone is a tenant for the first time or they are an existing tenant who is struggling to cope.

Whatever the reason, the service is free and completely confidential and the support we offer is tailored to meet the needs of each individual.

The types of support we can offer include:

- Helping improve living skills, including reading and writing
- Offering advice and support around the home including on security and safety
- Helping find furniture and adaptations for the property if needed
- Providing assistance and advice with personal budgeting, debt counselling and completing of benefit forms, including housing and council tax benefits and all the necessary evidence to support the claim
- Helping with grants and dealing with any necessary correspondence
- Helping with utility arrangements, liaising with utility companies
- Advising on community facilities
- Supporting people to access care and support services
- Assistance with security for individuals fleeing domestic violence
- Giving life skills advice on cooking, shopping, cleaning and laundry
- Explaining how appliances and systems work and support on minor repairs.

Who can use the service?

Any Parkway Green Housing Trust tenant who needs to can talk to us about using the service. People who could need help might include:

- Introductory tenants needing help with setting up their home
- Homeless applicants in temporary accommodation
- Migrant workers and people with refugee status
- Existing tenants who are having difficulty meeting their tenancy obligations and could lose their home
- People having problems that might affect their home or their neighbours
- People likely to experience problems with their tenancy because they have particular difficulties.

Can a Tenancy Support Officer give me more specialist assistance?

No, but by talking with you about your individual problems they will advise you on where to go for expert advice on things like mental health, drugs and alcohol, contacting social services and dealing with debt

How long does the support last for?

Generally we offer support for a short period, the average is usually just a few months. We want to help you to manage on your own and not rely on help for too long.

While we are helping you, a Tenancy Support Officer will visit you regularly and review with you how you are getting on and see if there is anything else we can do to support you.

Once all your support aims are achieved we will agree with you when the support should stop.

What is the difference between Tenancy Support and social services?

This service doesn't replace the support provided by social services, the NHS or any other service. However, we may be able to offer services which complement those provided by others, particularly in relation to tenancy issues. We do not provide personal care to our tenants, as this would form part of a care package arranged and provided through social services, but we can help you find care from social services.

How do I get in touch with a Tenancy Support Officer?

If you or someone you know, would benefit from this service please

contact Melissa McDonald on 0161 946 6326 or 07540 122 712 to make a referral, or email m.mcdonald@parkwaygreen.co.uk

What happens after we have contacted you?

Once you've got in touch with us, we will make an appointment to visit you.

At this first meeting, we will spend time talking through any problems with you. Then we will agree a "support plan" with you that explains what to expect and how often we will visit.

Our aim is to help you to get on your feet and live independently.

In time you will not need us any more but there will always be an open door if you feel the need for support in the future.

To get this leaflet in Braille, large print or on tape:

Phone: 0300 111 0000 Email: info@parkwaygreen.co.uk

Textphone: 0161 945 5730

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پێنی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیی خوارەوه.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0300 111 0000

PLEASE
AFFIX
STAMP
HERE

Parkway Green Housing Trust

Parkway Green House

460 Palatine Road

Northenden

M22 4DJ



Interested in using the tenancy support service?

If you are interested in using the Tenancy Support Service, please fill in your details below and either drop it in to your local office or post it to us:

Name:

Address:

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Postcode:

Telephone number:

Best time to call:

Contact us

By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email

info@parkwaygreen.co.uk

By post

Parkway Green Housing Trust
Parkway Green House
460 Palatine Road
Northenden
M22 4DJ

In person

Visit our local offices:

Parkway Green House
460 Palatine Road, Northenden,
M22 4DJ

or

137 Bowland Road,
Baguley, M23 1LE

Our offices are accessible to disabled people

