

## Aims of the service

Our services promote independence and improve quality of life through supporting people to manage an independent tenancy or home. To be eligible for support you need to be:

- Aged 16 or over
- Living in the City and County of Swansea
- Considered vulnerable and in need of tenancy related support
- Capable of living independently in your own home, prepared to engage with a support worker and work towards improved independence.

## Who decides what support I need?

### You do!

When the Tenancy Support Unit agrees that you qualify for help and you are allocated a support worker, you and your support worker will together, agree a support plan that details what you want to achieve.

## Central referral route

The Tenancy Support Unit is the central referral route for tenancy related support. We have a team of in-house support workers but also work in partnership with a number of different organisations such as;

- British Red Cross
- Gofal
- Gwalia Care & Support
- Action for Children
- Hafan Cymru
- SANDS Cymru
- WGCADA
- Caerlas
- Cyrenians
- BAWSO
- SYSHP



## How do I apply?

You can either refer yourself or be referred by another agency/organisation. Once a referral has been received, your case will be assessed and placed on a waiting list.

# Tenancy Support Service

## Information Leaflet



**There are few things more important in life than keeping a roof over your head - and its not always easy.**



The Tenancy Support Unit (TSU) delivers housing related support to people in their own homes. Our tenancy support workers operate across the City and County of Swansea and provide support to those living in a range of accommodation including council housing, housing association, private rented housing, owner occupied and temporary accommodation.

### **Who can ask for help?**

The service we provide is free and available to anyone over the age of 16 who needs housing related support in order to assist them to remain independent.

### **What kind of support do we provide?**

We provide help and advice in all sorts of areas. Examples include:

- Budgeting and financial management
  - Rent arrears and evictions
  - Claiming welfare benefits
  - Setting up home and resettlement support
  - Understanding tenancy agreements
  - Life skills and being independent at home
  - Staying safe at home
  - How to access training, employment, education and learning opportunities
  - Finding a doctor and accessing other necessary services
  - Dealing with other agencies
  - Anti social behaviour issues
  - Leading a healthy and active lifestyle
- And much more!

### **However we don't provide;**

- × Personal care or health care
- × Domiciliary and home care
- × A taxi service
- × A shopping service

### **Need our help?**

#### **Contact Us**

**Tenancy Support Unit  
Housing Options  
17 High Street  
Swansea  
SA1 1LF**

**Tel: 01792 774360 / 774320**

**Fax : 01792 515203**

**Email: [tsu@swansea.gov.uk](mailto:tsu@swansea.gov.uk)**

This leaflet is available in other formats if required.

