

Tenancy Sustainment Service



What is Tenancy Sustainment?

The Tenancy Sustainment Service is provided to you by a Tenancy Sustainment Officer who is employed by Cannock Chase Council. This is a free service to help new and existing Council tenants who are finding it difficult to manage and maintain their tenancy or who are at risk of losing their home. There will be no specific time period that the Service is offered; it will be tailored to meet the specific needs of the tenant to assist them to maintain and sustain the tenancy.

Tenants are unable to self refer direct, but if you need advice or further information about the Service, please contact **Cannock Chase Council** on **01543 462621** or email the **Tenancy Sustainment Team** at tenancysustainment@cannockchasedc.gov.uk

Maintaining your Tenancy

The Tenancy Sustainment Service is designed to provide the appropriate advice in assisting tenants to manage their welfare and tenancy effectively.

The Service is offered to:

New introductory tenants who have little or no experience of living independently and who may struggle at first to manage their tenancy and money.



To assist tenants manage changes to their personal circumstances during the period of their tenancy and provide assistance to vulnerable people who have difficulty managing their tenancy and accessing services.

The Tenancy Sustainment Officer can help you with:-

- ✓ Understanding the tenancy agreement on how to manage and keep the tenancy and how to look after the property
- ✓ Managing money and budgeting to ensure rent and other essential bills are paid
- ✓ Maximise income, and receipt of all the benefit entitlements
- ✓ Support with setting up bank accounts and accessing credit union



- ✔ Support with setting up utility providers
- ✔ Applying for Discretionary Housing Payment
- ✔ Accessing low cost furniture and food vouchers
- ✔ Assistance for those people who have been homeless to adjust to living independently and to manage their home and money
- ✔ Provide practical advice and information on a wide range of housing issues and including money management, budgeting, reducing debt, accessing affordable loans
- ✔ Sign posting and making referrals to other teams or specialist services that can improve independence, life skills, quality of life, health and well-being, such as access to debt counselling, training and employment programmes



In those cases where more intensive support is required, signposting may be appropriate. Listed below is a brief outline of some of the specialist service providers:-

List of Service Providers

Citizens Advice Staffordshire South West	0808 278 7874
Housing Benefit	01543 464292
Jobcentre JSA,IS,IB or ESA	0800 055 6688
Maternity Allowance	0800 169 0283
Universal Credit	0800 328 5644
PIP	0800 121 4433
One Recovery	01543 468667
National Drugs Helpline	0800 77 6600
Staffs Womens Aid	0300 330 5959
Mens Advice Line	0808 801 0327
Relate (Counselling)	0300 003 2324
The Samaritans	116 123

For further information, please contact the **Tenancy Sustainment Team** on **01543 462621** or email **tenancysustainment@cannockchasedc.gov.uk**

Useful Information

Please contact the **Customer Services Team** to report repairs, report issues with bin collections and other general services tel **01543 462621**

Cannock Chase Council Housing Benefits Team tel **01543 464292**
or email benefits@cannockchasedc.gov.uk

Housing Online



We would recommend you register for our Housing Online Service by visiting <https://ccdc-housingonline.necswscloud.com>



**Cannock Chase Council, Civic Centre, Beecroft Road,
Cannock, Staffordshire WS11 1BG**

Visit: www.cannockchasedc.gov.uk

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