

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 and also Private Sector 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	0344 411 1444
Housing Benefit	01543 464292
Jobcentre - JSA,IS,IB or ESA	0345 608 8545
Maternity Allowance	0345 608 8610
Universal Credit	0345 600 0723
Social Fund	0345 603 6967
PIP	0800 917 2222
One Recovery	01543 468667
National Drugs Helpline	0800 77 6600
Staffs Womens Aid	0870 2700 123
Mens Advice Line	0808 801 0327
Relate (Counselling)	01543 577281

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

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



We would recommend you register for our Self Serve Service by visiting www.cannockchasehousing.co.uk



How we use your personal information

The information provided will be used by Cannock Chase Council, who are the data controller, to allow us to administer and manage your tenancy. We will only share your information when necessary, with other departments such as Housing benefits, Council Tax, Environmental Health and external agencies such as Social Services, Staffordshire Police, NHS Choices, or where the law requires or allows us to. For further information please see www.cannockchasedc.gov.uk/PrivacyNotice

Data Matching

Cannock Chase Council are under a duty to protect public funds and, to this end we may use the information held or provided by you for the prevention and detection of fraud. We may also share this information with other bodies including credit reference agencies, for these purposes and also for the administration and collection of taxes and charges and for performing other statutory enforcement duties.

Tenants are reminded of the conditions detailed in Sections 3.1 and 3.6 of CCDC's Tenancy Agreement which states 'You agree to live in your home as your only or main home and keep it secure; You agree not to part with possession of or sub-let the whole of your home'. Tenants found breaching these conditions may be prosecuted under the Prevention of Social Housing Fraud Act 2013.

This leaflet can be provided in Braille, on audio cassette tape/disk, large print and in the following languages on request to Cannock Chase Council on 01543 462621

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Cannock Chase Council, Civic Centre, PO Box 28, Beecroft Road, Cannock, Staffs WS11 1BG