

Tenancy Support Services



A Member of the Chevin Housing Group

This document gives information to residents regarding the in-house tenancy support service, which is offered by the association in the Leeds, Wakefield, Selby and Harrogate areas.



Tenancy Support Services

If you are a tenant of Chevin Housing Association Ltd and you live in any of the following areas:-

- Selby District
- Leeds Area
- Wakefield District
- Harrogate Area

You may be eligible for help with your tenancy

Who can we help?

Any new or existing tenant renting from Chevin Housing Association Ltd providing they live in the following areas:-

Selby District including all surrounding villages

Leeds Area

Harrogate

Wakefield District

If you are unsure if you come under one of the above areas, please contact one of the telephone numbers listed at the end of this leaflet and you will be advised if you are eligible for the service.

How we can help

The Tenancy Support Officers can help with the following things:-

- Maximisation of income, grants and benefits
- Budgeting, dealing with rent arrears and creditors
- Access help with household tasks, furniture and adaptations
- Support if a tenant is suffering from harassment
- Assist in addressing social isolation

- Assist in housing benefit applications and backdates/appeals
- Support in terms of health, education and work
- Emotional support and referrals to specialists if needed
- Support to new tenants in terms of integration into the local community and with practical matters
- Support in dealing with post, utility accounts, making and keeping appointments

How to get access to this service

The service is on offer to new or existing tenants of the Association. Referrals for floating support will be triggered via the following sources:-

Internally	via Housing Officer, Housing Management or the ASB Team
Externally	referrals from statutory or voluntary agencies
Self Referral	direct from applicants or a tenant requesting the service for themselves, neighbour or relative.

If you are interested in this service, all you need to do is contact the relevant office and ask to speak with the Tenancy Support Officer. Numbers and addresses are included on the back of this leaflet.

Contacts

Selby District

32 New Lane
Selby · Y08 4QB

Tel: 0845 2701088

Leeds/Harrogate Area

Royd House · Low Mills
Guiselay · LS20 9LU

Tel: 0845 2701088

Wakefield District

Harrison Street · Wakefield
West Yorkshire · WF1 1PS

Tel: 0845 2701088

PLEASE NOTE THE SUPPORT SERVICE IS FREE OF CHARGE TO ALL CHEVIN RESIDENTS* REGARDLESS OF INCOME.

** providing you live in one of the areas outlined in this leaflet*

ALL VISITS CAN TAKE PLACE IN THE COMFORT OF YOUR OWN HOME

We are committed to a policy of equal access to information.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Arabic

نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات.
إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن نقوم بالاتصال بنا.

Bengali

আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রিটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Farsi

ما متعهد هستیم به سیاست دسترسی برابر به اطلاعات
اگر این مدرک را به زبانی دیگر، یا در فرمتی دیگر، میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Punjabi

ਅਸੀਂ ਸਭਨਾ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣਾ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।
ਜੇ ਤੁਹਾਨੂੰ ਸਮਝਣ ਲਈ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਅਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਜਾਣਕਾਰੀ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਟਰਾਂਸਲੇਟਰ ਸਮਝਾਉਣ ਲਈ ਅਿਸੇ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Somali

Waxaan ballan qaadnay siyaasadda ah in si siman loo helo wararka.
Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

Urdu

معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براے مہربانی ہم سے رابطہ کیجئے۔



Charitable.

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www.chevinha.co.uk

