



## Housing Services



## Tenancy Support



*“Realising the potential of communities by ensuring that people have access to affordable, sufficient & suitable housing in Argyll & Bute”*

Argyll and Bute Council's Housing Service is committed to preventing homelessness, helping people to stay in their own homes and promoting realistic housing options.

The Tenancy Support Service aims to:

- Assist people to sustain their tenancies, and prevent homelessness
- Support homeless clients to prepare for the allocation of a permanent home
- Provide quality services and work with internal and external partners to ensure Best Value
- Promote independent living

## **What is tenancy support?**

Tenancy support covers a range of activities to enable you to manage on a day to day basis while you are living in your own home or in our temporary accommodation. Support can help you to meet your duties and responsibilities as a tenant and can also help you to get involved in your local community.

The type of support that is provided will be tailored to meet the specific needs of the individual.

We are committed to ensuring that high quality services are provided to those who need assistance either for a short time to get through a crisis or where support is needed in the longer term.

The following list isn't exhaustive but tenancy support can include things like advising or assisting with:-

- resettlement
- move-on to new accommodation where less intense support is required.
- dealing with benefit claims and/or other official correspondence relevant to sustaining occupancy of the dwelling
- arranging minor repairs to, and servicing of, domestic equipment and appliances.
- personal budgeting or debt counseling
- preparation for independent living
- general form filling
- accessing furniture

### **Who can get tenancy support?**

Tenancy support is available to individuals and families who fulfil any of the following criteria:

- Living in temporary accommodation
- Under the threat of homelessness
- Living in your own home but having difficulties
- Have recently been looked after by a Local Authority (16-17 years olds)

You can get tenancy support to help you in your existing home – you don't need to have been asked to leave. One of our aims is to help people to stay in their own homes where possible.

## How can I get tenancy support?

Anyone who feels that they require tenancy support should contact their local Housing Office and have a Housing Options interview. From this, the area teams can refer directly to the Housing Services Tenancy Support Team.

Referrals for support can also be sent by various other professionals eg. Welfare Rights, Citizen Advice, Housing Association landlords and others.

## What happens next?

When a referral is received by the Housing Support Co-ordinator an assessment is carried out in line with Argyll and Bute Council's Housing Services *Prioritisation of Need Framework*.

The Housing Support Co-ordinator will then contact you directly to discuss your support requirements and agree a plan tailored to your needs.

If you are assessed as in need of tenancy support, a referral will be made to external tenancy support providers.

Your support plan will be reviewed regularly to make sure that you are getting the support that you need.

## **New tenants and existing tenants struggling to manage their current tenancy**

If you are worried about moving into a new tenancy and how you are going to sustain it, you may be able to benefit from tenancy support.

If you have a permanent tenancy and are struggling to cope, we may be able to help.

If you feel that you are at risk of losing your home, tenancy support can be arranged for you.

Contact your local housing office or your housing association landlord.

## **Our Tenancy Support Providers**

We have 2 external tenancy support providers covering the Argyll and Bute area:

- HELP Project – supporting 16-24 year olds in Bute & Cowal
- Carr Gomm – supporting all ages in Mid Argyll, Kintyre and Islay, Lorn & the Isles and Helensburgh & Lomond; supporting over 25's in Bute & Cowal.

## Your Views

We would like to have your views of the tenancy support you receive. From time to time we may ask you to take part in a short survey so we can find out whether there are areas where the service could be improved.

We also use information from any comments, complaints or compliments that we receive so please let us know what you think. We are keen to ensure that you receive the best services possible and your views are a key part in this process.

### USEFUL CONTACTS:

ARGYLL AND BUTE COUNCIL

Housing Support Co-ordinator

Audrey Callander, Housing Support Co-ordinator  
☎ 01546 604 525

Area Housing Offices

#### Mid Argyll

1a Manse Brae, Lochgilphead, PA31 8RD  
☎ 01586 555 936

#### Kintyre

Burnet Building, St John Street, Campbeltown, PA28 6BJ  
☎ 01586 559 013

## **Oban**

Municipal Buildings, Albany Street, Oban, PA34 4AW

 01631 567 926

## **Dunoon**

Dolphin Hall, Manse Avenue, Dunoon, PA23 8DG

 01369 708 689

## **Rothesay**

Union Street, Rothesay, PA20 0HD

 01700 501 332

## **Helensburgh**


Helensburgh & Lomond Civic Centre, 37 East Clyde Street, Helensburgh, G84 7PG

 01436 658 806

## **Out of Hours Homeless Line**


 0345 056 5457

## **HOUSING SUPPORT PROVIDERS:-**

Carr Gomm, 16 Soroba Road, Oban, PA34 4HU   
01631 563 375

[www.carrgomm.org](http://www.carrgomm.org)

HELP (Argyll & Bute) Ltd, 17/19 John Street, Dunoon, PA23 8BN

 01369 707 600

[www.help ltd.org.uk](http://www.help ltd.org.uk)

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