

# YOUR TENANCY SUSTAINMENT TEAM



**CITIZEN**

# INDEPENDENCE AND SO MUCH MORE

## WE'RE HERE TO HELP YOU

Are you finding it tough to manage your tenancy? Our Tenancy Sustainment team is dedicated to supporting you.

## WHAT WE CAN DO FOR YOU

Whether you're facing financial challenges, struggling to look after your home, or dealing with other personal issues, we have the expertise to guide you. Our team can connect you with vital services to help you manage your tenancy and avoid the risk of losing your home.



# WE OFFER SUPPORT WITH:



## **Financial worries:**

get advice and support to manage your money.



## **Disabilities:**

assistance and resources tailored to your needs.



## **Substance abuse issues:**

help to address and overcome drug or alcohol problems.



## **Social isolation and loneliness:**

ways to connect with others and combat loneliness.



## **Transition from care:**

support for those leaving residential care, care homes, prison, or foster care.



## **Home assistance:**

help at home to prevent the need for residential care or hospitalisation.



## **Hoarding and neglect:**

guidance and support to maintain a safe and comfortable home environment.



## **Health management:**

access to statutory or voluntary care support for your physical and mental health.



## **Anti-social behaviour:**

solutions and support to address and resolve these issues.



## WHY REACH OUT?

Our team is dedicated to ensuring you feel secure and supported in your home. By working together, we can help you overcome challenges and help you to create a stable, comfortable living situation.

## GET IN TOUCH

**Don't wait until things get overwhelming.**

Contact our Tenancy Sustainment team and start getting the support you deserve. Together, we can make managing your tenancy a smoother and more positive experience by giving you the support and advice you need to sustain your tenancy and secure your home.



# ADVICE SERVICES

## HERE TO HELP

We also have a dedicated team of experts that are here to support you. Our advice services team can help you with your money matters, energy advice as well as digital and online services support.

Take a look at all the ways the team can support you. 

You can also read and download our advice services booklet. 

## Contact the team directly by:

 emailing [citizen.adviceservices@citizenhousing.org.uk](mailto:citizen.adviceservices@citizenhousing.org.uk)

 calling [0300 790 6530](tel:03007906530)

Please include your full name and address when emailing.



# CONTACT US

## TENANCY SUSTAINMENT TEAM

 [tenancysustainment.team@citizenhousing.org.uk](mailto:tenancysustainment.team@citizenhousing.org.uk)

## ONLINE

The quickest and easiest way to contact us is by logging into **My Account**.

## PHONE

 0300 790 6555

## WEBSITE

[www.citizenhousing.org.uk](http://www.citizenhousing.org.uk)

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