

Tenancy Sustainment Service

What is the Tenancy Sustainment Service?

It's a free short term support service, offered to Ashfield District Council tenants who need help to maintain their tenancies with the aim of being independent.

Tenancy Sustainment Officers can help you with:

- arranging for utilities (gas and electricity) to be connected
- advice on managing and maintaining your home/tenancy
- accessing support from local services and agencies
- applying for grants from charities
- budgeting, debt counselling and welfare rights
- signposting you to employment and training opportunities

A Tenancy Sustainment Officer will arrange to visit you at home to discuss your support needs with you and to agree a support plan.

Who can access the service?

The service is available to Ashfield District Council tenants who are:

- at risk of losing their home or who are struggling to maintain their tenancy
- need help setting up their tenancy
- going through a temporary period of personal difficulty
- not receiving a support service from any other support provider

How long does the service last?

The service is only for people with temporary or short-term difficulties – it is not for people with long-term or permanent support needs. The service normally lasts for three months.

How to apply for the service?

Tenants can make a self-referral by contacting the Tenancy Sustainment Team or they can be referred by a professional agency such as Social Services.

The Tenancy Sustainment Service
Housing Management and Tenancy Services
Ashfield District Council
Urban Road
Kirkby in Ashfield
NG17 8DA

Telephone: 01623 450000 Option 1 then Option 3
or email: tenancy@ashfield.gov.uk

Opening hours are:
Monday to Thursday 8.30am to 5.00pm
Friday 8.30am to 4.30pm

