



# TENANCY SUSTAINMENT SERVICE

We are here to help you with  
your Tenancy

## CONTACT US

### PHONE CALL:

01962 848060 (ext. 6102)

### EMAIL:

tenancysustainment@winchester.gov.uk

### LETTER:

Tenancy Sustainment  
Winchester City Council  
Colebrook Street  
Winchester, SO23 9LJ

**Office Hours:** 9am – 5pm.



If you would prefer to seek ways to help yourself without our support please visit: [www.winchester.gov.uk/housing/tenancy-sustainment-service](http://www.winchester.gov.uk/housing/tenancy-sustainment-service) which contains links to websites to enable you to help yourself.





## THE AIM OF OUR SERVICE:

Our Tenancy Sustainment Service offers person-centred, non-judgemental support to help you successfully maintain your tenancy and access services to help you achieve your goals and move forward with your life.

We have a team of Tenancy Sustainment Officers who work with council and private sector tenants.

We offer home visits, in the office appointments or at an agreed place.

Our service is free and accessible to all of our tenants and private sector residents within the city and wider district.

## WE CAN SUPPORT YOU WITH THE FOLLOWING:

- Rent arrears
- Debts
- Benefits, grants and vouchers
- Budgeting
- Mental health and wellbeing
- Physical health
- Daily living skills
- Addictions
- Sourcing household items
- Home security, repairs and maintenance
- Aids and adaptations to support your health
- Moving home
- Training, employment and education
- Referring and accessing other services
- Utilities

## WE CAN SUPPORT YOU WITH THE FOLLOWING:

- De-cluttering and property support
- Advice on homelessness
- Talking with your Landlord
- Reducing loneliness and isolation
- Letters and form filling
- Hospital discharges

### From a Tenant

"I would just like to thank you for all the help you have given me these last few months. I honestly don't know how I would have coped if you hadn't been there to help me with all the things you have. You have gone above and beyond what I expected and helped me sort out things I wouldn't have had a clue about. I really appreciate everything you have done. Thank you so much."



If you want to talk about any of the information in our leaflet or anything else, please do not hesitate to contact us.