

## Tenancy Sustainment Team - Customer Stories

### **Building trust brings new horizons: a story about persistence and unwavering support even when faced with complex and difficult problems**

**Tenant A** was struggling with severe physical health problems. They were not able to manage their finances and had got into debt. They were struggling to look after their pets and their flat had got cluttered and dirty. The TSO referred them to Adult Social Care for better equipment and support at home. She helped her sort out all their paperwork and accessed specialist debt advice to completely resolve their financial situation. She provided motivation and support to re-establish cleaning routines and organisation at home and arranged for the flat to be redecorated.

### **Resolving financial problems to make a fresh start: A story about maximising income and dealing with debts.**

**Tenant B** has physical and mental health problems and struggles to manage financially due to alcohol addiction. They were not paying their bills for much needed daily care visits. They also kept getting their phone cut off due to not paying the bill. Without their care visits or a phone line they were very isolated and at risk as they often had falls at home. The TSO helped them to open a bank account and set up direct debits to pay for their phone and daily care. They also helped them to apply for a higher rate of Disability Benefits so that they could use taxis more regularly, have greater independence and still afford to pay their essential bills.

**Tenant C** is an elderly person living in sheltered accommodation. They were referred to Tenancy Sustainment for rent arrears. The TSO found that they were hoarding belongings in their flat and had not opened any letters or dealt with any paperwork for a number of years. The TSO was able to liaise with their family and managed to get a backdated award of Single Persons Discount on Council Tax for in excess of £1000.

The TSO also worked with the tenant and their family to set up new standing order to reduce rent arrears and avoid court action. They are now receiving debt advice to help with other debts. Through liaison with family members they are now receiving much more support to deal with paperwork.

### **Timely help can turn things around: a story about achieving independence and security.**

**Tenant D** lived on the first floor and was at great risk of falling on the stairs. They were elderly and had no family or support network who could help them move so they felt they had to stay in this risky situation. The TSO helped them bid for a ground floor flat in a location they liked. She helped organise and access funding for all aspects of the move eg packing/removals/new carpets. At the new property she helped them access support from Adult Social care for daily visits/help with taking medication etc. She also successfully helped them to apply for Disability Benefits so that they were able to afford to get out more and felt less isolated.