

Support Requirements (please tick all that apply)

- Life skills / maintaining a tenancy
- Setting up a new home
- Tenancy issues (neighbours, rent arrears)
- Budgeting / debt etc.
- Advice / assistance to claim welfare benefits
- Education / employment
- Completing forms / dealing with correspondence
- Support networks (relationships)
- Children / parenting skills
- Accessing appropriate services
- Health issues
- Others – please specify

.....
Is there anything else you like to achieve through support from our service or any other additional information you would like to provide?

.....
.....
.....

Information contained within this self-referral form is strictly confidential

Client/s' signature:

Date:

Please return this form to: FREEPOST SCE2860
Tenancy Support Service, Soha Housing, Royal Scot House, 99 Station Road, Didcot, Oxon OX11 7YW



Soha Tenancy Support Service

The Tenancy Support Service helps tenants who are finding it difficult to maintain their tenancy. It aims to prevent residents from losing their homes. It is provided and funded by Soha as a means of helping residents with complex needs keep their homes.

How do I qualify for the service?

You must be a Soha tenant or leaseholder finding it difficult to maintain your tenancy, or at risk of losing your home.

The service particularly aims to help “vulnerable people”. This includes:

- older people needing help
- people with learning disabilities
- people with mental health problems
- people with drug and/or alcohol problems
- ex-offenders or those at risk of offending
- refugees
- people with physical or sensory disabilities
- young parents or young people needing support
- people who may not have rented before

How to get in touch

If you meet the criteria above, you can contact your Housing Officer and ask them to refer you. Alternatively, you can self-refer using the form at the back of this leaflet or on our website www.soha.co.uk

What happens next?

When we receive a referral form, the **Tenancy Support Officer (TSO)** will assess the information provided. They may get in touch with you for more details, or contact other family members or professionals involved in your care.

If we do not think the service is suitable for you, we will write to you and explain why. It could be that another service is better equipped to help you. If this is the case, we will give you information and offer to refer you.

If we think the TSO could help you, we will arrange a meeting with you to complete a needs assessment - to get further information, work out your level of needs and see who can best meet them. After the assessment has been completed, we will decide if the TSO can help you. If not, we will explain why and refer you to other services that may be able to help.

The TSO will set up a series of achievable goals that will enable you to maintain your tenancy and possibly improve your health and well being. This is a written agreement between you and the TSO in a similar way that a tenancy is an agreement between a tenant and a landlord.

Here are some examples of the types of things you might need help with:

- housing options – finding your next home
- ways to maximise your income and develop your budgeting skills
- help to look after your health, such as registering with a GP or a specialist service
- using services to access employment, education or training
- practical, social and emotional support
- help to access services in the local community

How long does the tenancy support last?

The TSO aims to work with you for about three to six months, or longer if necessary. This depends on your support plan and how successful it is in resolving the identified problems. The support plan will be reviewed on an ongoing basis.

It will be formally reviewed at six months at the latest. If the goals have been achieved, the TSO may decide to end the service. This can happen earlier than six months, if all is going well. We can also close the case if you have not cooperated with us.

When the support comes to an end, we can give you information about additional services that may be able to help you in the long-term. We will ask you for feedback on the support you have received, to help us to improve the service we offer.

What if I don't agree that the service should end?

If you disagree with our decision to end the service, you have a right to appeal. You also have the right to complain if you feel that you have not received a suitable service.

What is the difference between tenancy support and social services?

This service is not intended to replace support provided by social services, the NHS or any other statutory service. Soha's Tenancy Support Service has been established to provide support in housing-related matters. This does not include personal care to our tenants, as this would form part of a care package arranged and provided through social services.

**If you would like this information in a different language,
in large print or on CD, please contact us on 01235 515900.**

Polish Pomoc dla najemców

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Serviço de Apoio ao Arrendamento

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali ভাড়াটে স্বত্ব সহায়তা পরিষেবা

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 租賃支援服務

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Shërbimi për Ndhimë Qiraje

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Služba na podporu prenájmu

Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN**

Tel: 01235 515 900 (from a mobile)
or 0800 014 15 45 (from a landline)

Fax: 01235 515 970

Email: housing@soha.co.uk

Website: www.soha.co.uk



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Tenancy Support Services self-referral form

Tenant's Name _____ **Partner (if applicable)** _____

Title _____

First Name(s) _____

Surname _____

Date of Birth _____

Address & Post Code _____

Telephone Number: Landline: _____

Mobile: _____

**Which of the following applies to you?
(please tick all that apply)**

- Suffering from Domestic Abuse / violent relationship
- Person with learning difficulties
- Person with mental health issues
- Older person
- Person with drug dependency issues
- Refugee with support needs
- Person with alcohol dependency issues
- Young single homeless person who requires support or young person leaving care
- Ex-offender / criminal justice
- Homeless or threatened with becoming homeless
- Person with a chronic illness
- Vulnerable single parent who requires support