

Tenancy support services

a guide for people who may wish to receive these services

Moat offers tenancy support services to people living in the south east of England.

The service is provided to residents of Moat and also to other housing association tenants, private tenants and owner occupiers, subject to referral and need.

What do Moat's tenancy support services include?

Primarily the service is a housing management service to help you maintain your tenancy and/or remain living in your home. We can advise and help on a number of issues including money matters (budgeting), liaising with other agencies and acting on your behalf for other services you may need.

Our service does not include care services as these are normally provided by social services teams.

Who can we help?

We can help most people. This includes single people and families, and people with serious and longer term needs, as well as those just needing a little extra help. The main groups of people we help are:

- People with learning disabilities
- People with mental health problems
- Physically disabled people
- Homeless people
- People with drug and alcohol abuse problems
- Young people leaving care
- Ex-offenders



How much will this service cost me?

Our tenancy support services are provided free to people who need them. It is not means tested. We receive government funding through county councils and local authorities (through the local Supporting People administering authorities). This enables us to provide these valuable services.

How can you help?

We work closely with your housing provider (housing officer, landlord, etc) and other support services and agencies. We want to make sure the service we offer is carefully tailored to your own needs. If necessary, we also work with other agencies such as the council, social services, citizens advice bureaux, etc. Our skilled staff will agree an individual support plan with you.

Moat Housing Group's support services include:

- **Help moving into a new home**
If you are moving into a new home, we can help with practical advice about moving. We can also help you to get essential services, like electricity and water, connected to your new home. We can help you find affordable essential furniture.



This information is available in large text, on audio tape, or electronic format. It can be translated into another language on request. If you require this service, please contact us. We offer Language Line services to people whose first language is not English. Please call us if you require this service.

www.moat.co.uk customer@moat.co.uk

- **Help with maintaining your home and/or your tenancy**

We will make sure you are aware of your obligations about maintaining the property, paying your rent and how to report repairs. We want to help you avoid any problem situations, for example with neighbours or other potential issues.

We will explain how you can get involved with community events and initiatives, if you wish to. We will also discuss the support services you receive so that we can make sure they are suitable to your own needs.

- **Help with money advice**

We can help you claim welfare benefits and advocate on your behalf if necessary. We provide advice on how to pay your bills, how to budget for regular expenses, rent arrears, mortgage payments, credit card or other debts.

- **Help with life skills**

We offer positive and practical help to acquire skills for you to live independently. This includes buying and cooking food, hygiene, and safety in the home.

- **Help with other matters**

Depending on your needs, we offer access to a range of additional services and other agencies. This could include other care and support services, counselling services, education, health, employment, social and leisure, or religious or cultural agencies and facilities.

We can help you with completing an application for housing, dealing with the police and other official people, and most matters relating to the practicalities of day to day living.

What do I need to do to receive the service?

If you are a housing association or council resident, you should speak to your housing officer to discuss your situation and ask to be referred for Moat support services. Alternatively you can call us to discuss individual needs.

For additional help, you could also contact your council's housing team, or social services, or your local citizens advice bureau or support provider.

The service is not intended to replace existing support services, but to work alongside them. This includes the services provided by your housing officer.

If I am eligible to receive tenancy support services, what happens next?

A support worker from our team will be in touch to explain to you how the service works. The support worker will carry out an assessment of your need and tell you whether you are eligible to receive the services, or not. If you are eligible, a support plan will be discussed and agreed with you. This sets out the levels of support you require, the frequency it is required and the length of time for which it will be provided.

Moat regional offices:

South region (Kent, Sussex and other areas)

Moat

St John's House
Suffolk Way
Sevenoaks
Kent
TN13 1TG

0845 600 1006

London region (London)

Moat and

Pollards Hill HA

50 Montgomery Close
Mitcham
Surrey
CR4 1XT

0845 085 0085

East region (Essex and Herts)

Moat

Holloway Road
Heybridge
Essex
CM9 4LH

0845 086 0086