

## If English is not your first language...

If you would like to discuss this information with someone who speaks your own language, please fill in your details and return to the address below.

### Punjabi ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਬਾਰੇ ਕਿਸੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਨਾਲ ਗੱਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਫਾਰਮ ਭਰ ਕੇ ਮੇਰੀ ਖੋਜ ਕਰੋ। ਆਪਣਾ ਨਾਮ ਲਿਖੋ। ਆਪਣਾ ਠਿਕਾਣਾ, ਖਤਾ ਨੰਬਰ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਕੇ ਫਾਰਮ ਸਾਂਝੇ ਵਾਪਸ ਭੇਜ ਦਿਓ।

### Polish Po polsku

Jeśli chcesz przedyskutować sprawę z osobą mówiącą po polsku, zaznacz w kwadraciku, wpisz poniżej swoje nazwisko, adres, numer telefonu i zwróć formularz

### Urdu اردو

اگر آپ اس پر کسی ایسے فرد سے بات چیت کرنا چاہتے ہیں جو اردو/ ہندی بولتا ہو تو براہ کرم متعلقہ خانہ میں نشان لگا کر اپنا نام، پتہ اور ٹیلیفون نمبر لکھ کر اس فارم کو واپس بھیج دیجئے۔

### Hindi हिन्दी

अगर आप इसके बारे में हिन्दी बोलने वाले किसी व्यक्ति से बातचीत करना चाहते हैं तो कृपया इस बॉक्स में सही ✓ का निशान लगा दें, फॉर्म पर अपना नाम, पता और टैलीफोन नम्बर लिख दें और फ़ॉर्म हमें लौटा दें।

### Gujerati ગુજરાતી

જો તમને કોઈ ગુજરાતી બોલનાર વ્યક્તિ સાથે આ બારામાં ચર્ચા કરવી હોય તો, મહેરબાની કરી ઉપરના ખાનામાં ટિકનું નિશાન કરો, અને તમારું નામ, સરનામું અને ટેલિફોન નંબર ભરી અને ફોર્મ પાછો મોકલો.

### Somali Soomaali

Haddii aad rabtid in aad warken kala hadashid qof af-soomaali ku hadla, fadlan, calaamadee bokska kor ku yaal, qor magacaaga, cinwaankaaga iyo telefon lambarkaaga oo markaa noo soo celi foomka

Name

Address

Postcode

Telephone

Large print

Audio tape

Braille

Please return to: Sajda Munshi, 16-20 New Broadway, Uxbridge Road, Ealing, London W5 2XA

Ref: Tenancy Support leaflet

## Accessing the service

To be able to access the service you need to be an Ealing Council tenant and meet the vulnerability criteria. You can refer yourself to the scheme by contacting the Tenancy Support Team using the details on the back of this leaflet, or by asking one of the following agencies to refer you to the scheme:

### Referral Agencies

- Ealing Homes
- Social Services Department
- Citizens Advice Bureau
- Care Trust
- Health Professionals
- Probation Service

### Benefits for users of the service

- Support
- Assistance
- Independence and stability

### Questions?

**Ealing Homes  
East Area  
Housing Office**

16-20 New Broadway,  
Uxbridge Road, Ealing,  
London W5 2XA

☎ 020 8825 8567

✉ [tenancysupport@ealinghomes.net](mailto:tenancysupport@ealinghomes.net)

🌐 [www.ealinghomes.net](http://www.ealinghomes.net)

**Ealing Homes  
West Area  
Housing Office**

301 Ruislip Road  
Greenford,  
Middlesex UB6 9SE

☎ 020 8825 8997

# Need support in your tenancy?

**Ealing Homes  
Tenancy Support Service**



## How can we help?

If you are experiencing problems with your tenancy, feeling unsure on how to make a benefit claim or isolated within your home, and you don't know how to cope with your housing problems then the **Tenancy Support Service** may be able to help. The service is available to provide extra support to any **vulnerable Ealing Council tenant** to enable them to live independently.

The support provided is tailored to **your specific needs** and can be anything from one month up to two years. Since the service is funded by Supporting People it is free.

## Who qualifies for the support?

If you are an Ealing Council tenant and from one of the following groups we may be able to help:

- Older people with support needs (not sheltered housing)
- People with low level mental health problems
- People with physical or sensory disabilities
- People with learning disabilities
- People with alcohol problems
- People with drug problems
- Ex-offenders
- Young people at risk
- Young people leaving care
- Women at risk of domestic violence
- Refugees
- Teenage parents

## Details of the support offered

The kind of help Ealing Homes Tenancy Support Officers can help you with:

- Setting up and keeping your home
- Connecting to utilities, for example, gas, electricity, water
- Applying for grants (for instance for furniture or home loss) on your behalf
- Providing advice on repairs and improvement
- Helping you to live independently in the community
- Helping you with setting up your home

## Welfare and benefit claims

- Helping with Housing Benefit claims and meeting verification requirements

## General counselling and support

- Speaking with, or providing advice to, your relatives on the services offered
- Providing advice and help if you would like rehousing or you are moving to a new home
- Helping you in building relationships with your neighbours
- Providing advice and support if you are suffering harassment from your neighbours

## Access to services

- Speaking with specialist agencies and care providers on your behalf
- Providing advice on local community facilities

## Personal development and meaningful employment

- Helping you with interpersonal skills and development training
- Arranging entry for you into programmes offering meaningful employment