

Tenancy Support

We will:

- **Contact you within five days of receiving a referral to make an appointment to interview you**
- **Inform you in writing if you are not eligible to receive support from the service and provide information on alternative service providers.**
- **Identify your needs through the Needs Assessment and Support Planning process**
- **Keep in regular contact with you at least once every three weeks**
- **Review your case every two months and ask you if you have any more needs**
- **Write to you within five days of closing your case to confirm that your case has been closed.**