



Tai Cymorth  
**Cadwyn**  
Supported Housing



information



**Cadwyn's Tenant Support Service**

- **We believe that everyone should have the same opportunities and chances to succeed in living independently in their homes**
- **At Cadwyn we recognise that some people may need support when they move in due to inexperience or other problems and that other people may need more longer term support to maintain their homes**
- **To support you with these difficulties we at Cadwyn have our own dedicated service of two in-house Tenant Support Officers that work closely with the housing department to help tenants in a very holistic fashion to resolve their tenancy issues**

## What we do

- We provide support to tenants that are struggling to cope with their homes and help support them to get back on their feet and regain their independence.
- We support people to maximise their benefits, tackle their debts and rent arrears, and organise their bills so that they can manage them independently in the future, and live within the terms of their tenancy agreement.
- We will help you to access additional services and access opportunities to achieve your goals and work towards a more positive future.

## What we don't do

- We don't provide transport, expert advice or advocacy generally; what we will do however is empower you with the information of agencies that are equipped to give you the best advice and service.

## How it happens

- Support is subject to agreeing with your support officer a support plan; detailing which areas of concern your support officer will help you tackle, and what is expected from you in achieving these goals; these goals are reviewed three monthly.
- Support is offered on a weekly basis; usually in the form of an hour long visit and is reviewed on a 6 weekly basis. This support is conditional on your attendance of these appointments and you will be expected to be flexible with regards to when this visit is.

## Who can apply?

- Any tenant who is living, or is expecting to (having been offered a property) live in a Cadwyn property can apply for tenancy support.

## How do I apply?

- Referrals for tenancy support can come from the individual themselves, via social workers or other concerned parties with the referee's consent (the service will not however take referrals from neighbours of a tenant-if you are a neighbour and have a concern about someone's ability to live independently please contact your housing officer).
- The service is entirely voluntary on the tenant's part so no support will be given unless consented to by the party themselves.
- To apply please call the number at the bottom of this leaflet and ask to speak to (or leave a message for) a Tenant Support Officer. Please be prepared to provide the support officer with the tenant's name, address and contact details as well as making clear your concern and association with the tenant (if it is not a referral for yourself).

**For more information or to speak to one of our Tenant Support Officers about tenancy support please contact us as below:**

Cadwyn Housing  
Association  
197 Newport Road  
Cardiff  
CF24 1AJ

 029 2049 8898

 029 2046 4222

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