



Tenancy Support in Wandsworth

High quality support in your home

A guide for vulnerable people
who need support in keeping
their council tenancy.



What is tenancy support?

It is a service for Wandsworth Council tenants who need help in keeping their tenancy. The housing department provides short-term support and assistance to tenants for at least six months to a maximum of two years.

There are limited places available so you may need to go on a waiting list. But, if your support needs are urgent, tenants can be referred to other appropriate agencies.

Who can apply?

Anyone who is a vulnerable Wandsworth Council tenant and having problems with keeping their tenancy can apply to be considered for assistance. There should be clear indications that you are failing to maintain your tenancy.

People recognised as vulnerable may include:

People with physical and learning disabilities, mental health problems, those who suffer from alcohol and drug dependency, ex-offenders, those experiencing or that have experienced domestic violence, older people, those recently discharged from care or people who are under 18 years of age.

Am I eligible?

Applicants will be assessed to determine eligibility to and priorities for receiving this service. We will aim to let you know the result of the assessment within four weeks. However, urgent applications will be dealt with on a case by case basis.

What sort of help and support is available?

Tenancy Support Officers provide intensive support to council tenants. Assistance and advice can be offered in the following areas:

- reducing rent arrears
- claiming housing and council tax benefits and other welfare benefits
- managing your personal finances, debt counselling and dealing with creditors
- reporting and ordering repairs to your home
- neighbour disputes and complaints of anti-social behaviour, which may result in a breach of your tenancy conditions
- contacting other agencies to ensure you are receiving the right kind of specialist care and support

How much does it cost?

There is no charge for this service.

How do I apply?

Generally, applicants are referred to the tenancy support team by council officers or agencies. However, you can also make an application for yourself by contacting the team on (020) 8871 8198.

Or you can visit the housing department or complete the form attached.

17-27 Garratt Lane, Wandsworth SW18 4AE (located across from Southside shopping centre).

Telephone (020) 8871 8198

Tenancy Support in Wandsworth

I am interested in applying for tenancy support

Name: _____

Address: _____

Telephone: _____

Email: _____

**I wish to refer the following person for
tenancy support**

Name: _____

Address: _____

Telephone: _____

Referral by:

Name: _____

Organisation (if required): _____

Address: _____

Telephone: _____

Email: _____

Relationship to person: _____

Please seal this form and return it Freepost.

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

BUSINESS REPLY SERVICE
Licence No SW 7091

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Director of Housing
Housing Department (Warden Services)
Wandsworth Borough Council
17-27 Garratt Lane
LONDON
SW18 4BR

Office use only – Source/referrer:

If you have difficulty understanding this in English, please contact:

Wandsworth Interpreting Service: (020) 8672 1043/3649

English

যদি আপনার এটি ইংরেজিতে বুঝতে অসুবিধা হয় তাহলে অনুগ্রহ করে এখানে যোগাযোগ

করুন: Wandsworth Interpreting Service: (020) 8672 1043/3649

Bengali

Si vous avez des difficultés à comprendre ce texte en anglais, veuillez

contacter: Wandsworth Interpreting Service: (020) 8672 1043/3649

French

અગર તે અંગ્રેજીમાં સમજવી મુશ્કેલ લાગે તો મહેરબાની કરીને

Wandsworth Interpreting Service: (020) 8672 1043/3649 પર સંપર્ક કરો.

Gujarati

यदि इससे अंग्रेजी में समझने में समस्या हो तो कृपया Wandsworth Interpreting Service

का (020) 8672 1043/3649 पर संपर्क करें।

Hindi

W razie problemów ze zrozumieniem tekstu w języku angielskim prosimy

o kontakt z: Wandsworth Interpreting Service: (020) 8672 1043/3649

Polish

Se tem dificuldades em compreender isto em Inglês, por favor,

contacte: Wandsworth Interpreting Service: (020) 8672 1043/3649

Portuguese

ਜੇ ਤੁਹਾਨੂੰ, ਇਸਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Punjabi

Hadday kugu adag tahay inaad ku fahamto Ingriis fadlan la xiriir:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Somali

Si tiene dificultad para entenderlo en inglés favor contactar a:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Spanish

இதை ஆங்கிலத்தில் புரிந்துகொள்வதில் சிரமம் இருந்தால் நீங்கள் தொடர்புகொள்ள

வேண்டியது: Wandsworth Interpreting Service: (020) 8672 1043/3649

Tamil

اگر آپ کو انگریزی میں اسے سمجھنے میں دشواری کا سامنا ہو تو برائے کرم رابطہ کریں:

Urdu

Wandsworth Interpreting Service: (020) 8672 1043/3649

**This leaflet is also available
in large print, braille and audio,
please contact (020) 8871 6800**

**Strategy and Development
Housing Department
17-27 Garratt Lane, SW18 4AE**

