

How can we help?

Are you:

- Struggling with getting your utility supplies connected
- Struggling with filling in forms
- In rent arrears
- Finding it difficult coping in general
- Having problems with your tenancy

These are just some of the difficulties that you may be experiencing. We recognise that everyone has different needs; the support offered will be designed for your specific needs.

The support may be for no more than one hour each week or it may involve more regular visits, until you feel more secure.

For how long?

The support is usually short term but can be provided for the term of your tenancy and a limited period of 3 months once you have moved on.

Support Charter

The detailed terms and conditions of our support service are contained in our Support Charter (see separate leaflet)



Providing Housing and Support Services

If you feel you would like to apply or want to find out more, contact:

Cardiff Office Housing Team

Foundation Housing/Tai Sylfaen Ltd
Dowlais Court · Vale Road · Splott
Cardiff · CF24 2LS
Tel: 029 2046 0107 · Fax: 029 2046 0108
email: housing.team@taisylfaen.f2s.com



HOUSING SUPPORT
SERVICE



Providing Housing and Support Services

Who are we?

The Housing Support Service has been developed to offer Information to our tenants to enable them to maintain their tenancies now and for the future.

How will this affect you?

Besides helping you with moving into your new home and with other aspects of your tenancy, we also offer information and support around other things such as lack of confidence, depression and anxiety, mental health difficulties and alcohol and drug issues. We can also put you in contact with other agencies that may be able to help.



What type of support do we provide?

- Assistance in arranging appointments
- Arranging servicing to appliances provided by us
- Information on life skills
- Information on maintaining the interior of your property
- Information on using equipment provided by us
- Help with personal budgeting
- Debt information
- Dealing with neighbour disputes and tenancy issues
- Help with completing forms
- Help with moving on
- Assistance with the security and safety of the property

How do I request support?

All new tenants will be given the opportunity to take up the support service when they sign their tenancy agreement and move in to their home.

If you are an existing tenant you can contact the Housing and Tenant Welfare Team.

However, as places are limited on this scheme we may have to place you on a waiting list.

How is this service paid for?

The Welsh Assembly's Supporting People Revenue Grant will cover the cost for those people who are eligible to be included in for the scheme.

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