



East Lothian
Council

Tenancy Support

**Confidential
support to help
you maintain
your tenancy**



What support is available?

Tenancy Support is a free and confidential service designed to give new and existing East Lothian Council tenants support to help maintain their tenancy.

We provide support in a number of ways and working together can agree on a way forward that meets your current and future needs.

The Tenancy Support service can support you with the following:

- **Maximising your income**
- **Budgeting**
- **Claiming benefits and grants**
- **Dealing with letters**
- **Referrals and signposting to other services**
- **Sourcing essential household items for your home**
- **Alternative housing options**
- **Help reporting repairs**
- **Advice on local services**
- **Meeting your responsibilities as a tenant**

Your Community Housing Officer

Telephone Number

Email Address

How can I receive Tenancy Support?

You, or a third party, (e.g. Rent Income Officer, Health Visitor) should contact your Community Housing Officer at your local housing office for an informal chat about your circumstances. If you prefer you can make an appointment for a home visit (contact details are on the reverse of this leaflet). Any support we can offer will be discussed with you and your Tenancy Support Officer, who will draw up a Tenancy Support Agreement.

Tenancy Support Agreement

This is a document that will set out what you and your Tenancy Support Officer hope to achieve. Some outcomes can be achieved quickly, whilst others may take a bit longer, or even change, during the time you are working together.

What about confidentiality?

Your privacy is important to us so we will keep information about you confidential and secure, and we will only share information that you allow. When you sign your Tenancy Support Agreement you will also be asked to sign an Authorisation Mandate. This mandate will allow your Tenancy Support Officer to seek or provide information on your behalf. We process personal information in line with the General Data Protection Regulation. For further information on data protection take a look at our Privacy Notice at www.eastlothian.gov.uk/communityhousingpnp or ask us for a copy.



"I felt pleased and confident that there was someone who listened to me and understood my problems and cared. You also helped me to turn my house into a home – thank you."

"If it was not for the help I received, I would probably be homeless and would not be in the position I am in now – thank you so much"

"The Tenancy Support Worker took stress off other members of my family. Until she came we had no way to resolve a lot of my problems. Her help was invaluable."

Feedback

We want to provide you with a high quality service and welcome your comments. Your feedback helps us to shape our service.

If there is anything you don't agree with you can:

- **Speak informally to your Tenancy Support Officer**
- **Phone** 0131 653 5290
- **Email** feedback@eastlothian.gov.uk
- **Write** Customer Feedback Team,
East Lothian Council, John Muir House, Haddington, EH41 3HA
- **Complete a feedback form** available from all council offices, libraries, community centres and online at www.eastlothian.gov.uk

Get in touch

Call **01620 827 827**, email us or visit your area office to speak to your Community Housing Officer.

Dunbar

Bleachingfield Centre, Countess Crescent, Dunbar
housingdunbar@eastlothian.gov.uk

Musselburgh

The Brunton, Ladywell Way, Musselburgh
musselburgharea@eastlothian.gov.uk

Haddington

John Muir House, Brewery Park, Haddington
haddeast@eastlothian.gov.uk

North Berwick

Library & Customer Services, School Road, North Berwick
housingnorthberwick@eastlothian.gov.uk

Prestonpans & Tranent

George Johnston Centre, Tranent
tranentarea@eastlothian.gov.uk
prestonpansarea@eastlothian.gov.uk

Versions of this information can be provided in Braille, large print, audiotape, or your own language. For assistance please call: **01620 827 827** British Sign Language (BSL) users can contact us via **www.contactscotland-bsl.org**

Council contact numbers

Contact Centre switchboard:	01620 827827
Benefits:	01620 827730
Council Tax:	01875 824314
Housing:	01620 827827
Homeless:	01620 827536
Repairs:	01875 824311
Scottish Welfare Fund:	01620 828790
Social Work:	01875 824309
Special Uplift:	01875 824305
Welfare Rights:	01620 827827