



**Useful contacts:**

Citizens Advice Bureau: T: 08444 111 444

[www.caox.org.uk](http://www.caox.org.uk)

Agnes Smith Advice centre: T: 01865 770206

[www.agnessmith.co.uk](http://www.agnessmith.co.uk)

Barton Advice centre: T: 01865 744152

[www.oxfordshirewelfare.org.uk](http://www.oxfordshirewelfare.org.uk)

Rose Hill and Donnington Advice centre: T: 01865 438634

[www.rhdadvicecentre.moonfruit.com](http://www.rhdadvicecentre.moonfruit.com)

**External Partners:**

The Elmore Team: T: 01865 200130

[www.elmorecommunityservices.org.uk](http://www.elmorecommunityservices.org.uk)

Connections floating support: T: 01865 711267

[www.connectionfs.org](http://www.connectionfs.org)

Social and Health Care: T: 0845 050 7666

Out of hours emergency number: T: 0800 833408

[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

Talking Spaces: T: 01865 901222

[www.talkingspaceoxfordshire.org](http://www.talkingspaceoxfordshire.org)



# Need help to manage your tenancy?

**Any Oxford City Council tenant can contact the**

## Tenancy Sustainment Service



If you need this publication in another format please contact us on T: 01865 249811



[www.oxford.gov.uk/tenancysustainmentservice](http://www.oxford.gov.uk/tenancysustainmentservice)

## What is Tenancy Sustainment

Tenancy Sustainment is part of Oxford City Council's Housing Needs team. The Sustainment team provides assistance to only our Council Tenants who are struggling to manage their tenancy and need help to avoid losing their home. The team also helps vulnerable people to live more independently and has no time restrictions on how long we can work with our customers.

Tenancy Sustainment officers work across Oxford City, parts of Abingdon and Kidlington.

## Who we are

The team have lots of experience in supporting people and working within Oxford's diverse community. The Sustainment team works alongside other departments within the council and with professionals in external agencies to achieve the best results for our customers. For full details of the team and where each officer works please search Tenancy Sustainment Service on our web site. [www.oxford.gov.uk](http://www.oxford.gov.uk)

## What we can offer

- Help in a crisis when your personal circumstances change which affect your housing or your ability to remain in your home
- Support on how to access specialist services and other organisations including help with substance misuse and mental health issues
- Help and support to adhere to the tenancy agreement and early intervention to prevent eviction
- Support for New Tenants – who have never had a tenancy before
- Maximising income – Help with debt, benefit claims and changes to the welfare and benefits system
- Support with improving and maintaining the condition of the property

- Assistance with moving to a new home either through home swapper or through a transfer – this includes moving through the Council's downsizing scheme and also help applying for sheltered accommodation.

And importantly

- We give our tenants choices about what they can do to change their situations and help give them control and a voice in matters that are affecting them.

There are a few limits to what we can do. **We don't:**

- Help with personal care, shopping, cooking and cleaning
- Provide a befriending or counselling services
- Provide legal advice or assistance

## What we need from you

- For you to keep to agreed planned appointments
- To participate, lead on the actions and take responsibility that will help to change your situation positively, with our support.
- To be honest about your circumstances so we know how to provide you with the best service we can.

## Referrals routes and how to contact us

If you would like to refer yourself or know someone who you think would benefit from this service you can go on line and submit a web referral form.

We aim to acknowledge all referrals within 3 working days and to have arranged the initial assessment in your home within 5 working days.

- Please call: Oxford City Council on T: **01865 249811**
- Email: [TenancySustainment@oxford.gov.uk](mailto:TenancySustainment@oxford.gov.uk)
- You can ask **other Council Officers** to forward your details to us
- Or write to **Tenancy Sustainment Team, Oxford City Council, St Aldate's Chambers, 109–113 St Aldate's, Oxford, OX1 1DF**



[www.oxford.gov.uk/tenancysustainmentservice](http://www.oxford.gov.uk/tenancysustainmentservice)