

Our aim is to be able to help you stay in your home and to maximise your income

Our Tenancy Sustainment team can help you avoid getting into arrears or help you out of the red by setting up an affordable repayment plan as well as referring you to specialist agencies when needed.

Who are the Tenancy Sustainment Team?

The team are based within our Income Management team and are specially trained on helping you to maximise your money, claim welfare benefits and reduce any rent arrears and debts.

When your tenancy first starts, they will talk you through your responsibilities on paying your rent and service charges and will offer you help, guidance and support to claim benefits and budget for your new home.

The team complete affordability checks with you when there are changes to your tenancy such as a transfer of property and successions and for new prospective tenants.

Our Tenancy Sustainment Team have dedicated patches so you will be given a named Tenancy Sustainment Officer who covers the area you live in.

What can the Tenancy Sustainment Team help me with?

The team offer free, confidential advice and support to you with:

- Maintaining and managing rent and service charges payments and reducing any arrears.
- Applying for and navigating welfare benefits including Universal Credit and Housing Benefit.
- Applying for financial help with water charges.
- Applying for Discretionary Housing Payments.
- Improving your budgeting skills to help you to manage your money.
- Offering advice on saving money on bills such as gas and electricity.
- Offering advice on bank and credit union accounts. Helping you to avoid loan sharks.

They have extensive knowledge of the benefits system and can assist you with Universal Credit, Pension Credit, Personal Independence Payment and Attendance Allowance.

When can they help me?

The team can support you at any point in your tenancy, whether you've just moved into your home or you've been a tenant for years. If you are struggling to pay your rent or feel you just need a little support to help you with your tenancy you can contact the team any time.

You may not know which way to turn but the Tenancy Sustainment team can support you and point you in the right direction.

What if I can't pay my rent?

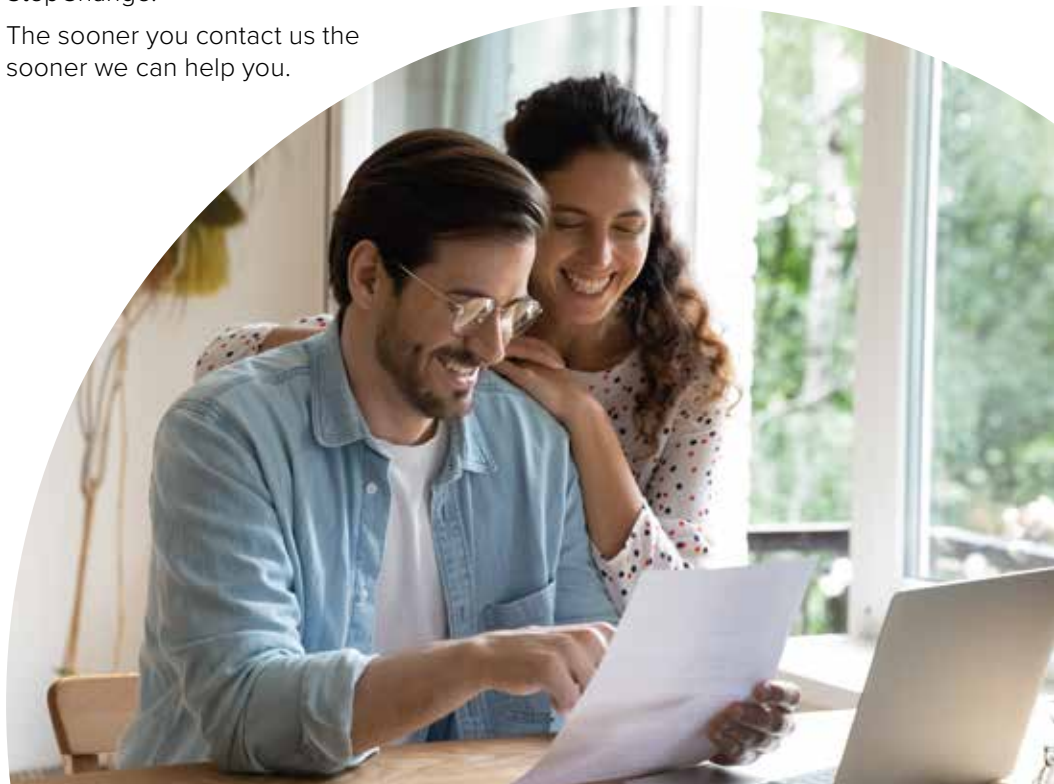
We understand that sometimes you might have difficulty paying your rent and service charges for different reasons, however it is your main priority and its important you keep up to date with your payments.

If you are unable to pay your rent or you're struggling with welfare benefits don't put off contacting us, the sooner you contact us the sooner we can help.

Can you help me with other debts?

If you have other money worries or debts, we can help you to contact a specialist debt advice agency such as Money Advice Service, Citizens Advice and StepChange.

The sooner you contact us the sooner we can help you.



How do I contact the team?

You can find out more information, including contact details for specialist debt agencies on our webpage <https://www.darlington.gov.uk/housing/your-home/your-tenancy/keeping-your-tenancy/>.

Or you can contact us:



Using your Darlington Home Online account



By emailing us at housing@darlington.gov.uk



By phoning us on 01325 405333 to make a home or office appointment.

