

Do you need support?

The Tenancy Support Officer will complete a "housing support assessment" and will determine if and what support would be required.

This may include assistance in completing benefit claims, attending appointments and signposting to relevant services. In addition, it may be that you would benefit from being referred to any of a broad range of other agencies who provide support and assistance in various areas. This may include Advice shop, Citizen's Advice Bureau who can help with money advice and debt solutions. In some situations, some people may feel they would like a bit of extra support to help them through a crisis.

This may happen for instance if they have recently become homeless or sofa surfing between family/friends.



Youth Housing Support

Tenancy Housing support Services aim to ensure that housing support is available for those who require assistance in order to help them sustain their tenancy or support when presenting as homeless and if they are residing in temporary accommodation.

Housing support covers a wide range of issues, we work closely with a range of other agencies who can assist with individuals' circumstances. We are committed to ensuring that high quality services are provided to those who need some additional assistance whether it be for a short time to get through a crisis or whether that assistance is needed in the longer term.

The tenancy support officer can provide weekly contact whilst a housing outcome is achieved.

Contact us

- 01506 283067
- www.westlothian.gov.uk/housingsupport
- homelesshousingsupport@westlothian.gov.uk



are you homeless?



We can help.

See inside for more information on how the
Housing Support Team Can help.

What kind of support can we provide?

-  Benefit claims/management of finances
-  Education, employment, training opportunities
-  Managing correspondence
-  Moving accommodation/resettlement
-  Engaging with welfare services/professionals
-  Advice on maintaining a safe & secure home
-  Accessing foodbanks
-  Advocate on your behalf
-  Mediation with family/friends
-  Access Health services
-  Help to manage current living situation
-  Signpost to specialist services

"The support I received has helped me and my family be ready to move into permanent housing we can now call our home"



What is Housing Support?

Housing Support offers short term support to individuals to live independently within the local community. This support covers a wide range of activities that help people to secure, set up and maintain suitable accommodation.

How can this help?

If you are experiencing homelessness we can provide support if you are in temporary accommodation.

We can help support you in your current home and help you in maintaining your tenancy.

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What happens next?

When a referral is received this will be assessed by the Housing Support manager and allocated to the Tenancy Support Officer.

The officer will then contact you directly to discuss your support requirements and agree a plan tailored to your needs.

The officer will provide the support and meet with you on a regular basis and this will be reviewed to make sure the correct support is in place.

If you are homeless and living in temporary accommodation the support can continue until there has been a permanent housing outcome and you have moved into your new home.

