



ForHousing 

Tenants Extra Support Service (TESS)



Practical support
to improve lives

Our service

The Tenants Extra Support Service (TESS) is a free service funded by Knowsley Council.

If you are a Knowsley resident and are struggling with rent arrears, debt or any other circumstances which may lead to eviction, the TESS team may be able to support you.

How we can help:

- ✓ Help with applying for benefits
- ✓ Advice on completing forms
- ✓ Understanding and applying for Housing Benefit, Universal Credit and Council Tax
- ✓ Advising you on your rights
- ✓ Maintaining your Tenancy Agreement
- ✓ Advocacy - speaking to other organisations on your behalf
- ✓ Signposting you to relevant agencies for advice and support
- ✓ Budgeting money, managing debt and rent arrears
- ✓ Advice about your home, your safety and healthy lifestyles
- ✓ Access to leisure, cultural and social activities
- ✓ Access to educational courses, work and volunteering
- ✓ Swapping fuel supplier and getting warm homes grants
- ✓ Access to food banks

Every year, around 400 Knowsley residents at risk of losing their homes are referred to TESS.

How TESS works

The Tenancy Support & Sustainment Officer's role is to work with you to make managing your home easier. They do not carry out personal care, shopping or cleaning services.

Your Tenancy Support & Sustainment Officer will contact you and carry out an assessment to understand your situation and the best way to help. Together, you will produce an action plan, which will detail what needs to be done and when it needs to be done by.

Making yourself heard:

Your feedback will help us make sure we always offer the best possible service. If you would like to compliment us or make a suggestion, please contact Charlie Barnard on 0151 949 5059 or 07841 794587.

If you wish to make a complaint, please ask your Tenancy Support & Sustainment Officer for a ForHousing Complaints leaflet. This provides all the information you need to make a complaint.

We always aim for you to be completely satisfied with the outcome.

TESS really helped me, but more importantly listened.

TESS turned my life around.

TESS was an amazing support for me.





How do I contact TESS?

You, or someone on your behalf, can call the TESS team and speak to the duty officer Monday to Friday, from 9am-5pm to discuss a referral or ask general advice.

Tenants Extra Support Service

ForHousing
52 Regent Street
Eccles
Manchester
M30 0BP

You can also telephone the TESS Team on **0151 949 5050** or email **tessknowsley@forhousing.co.uk**

www.forhousing.co.uk



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Please ask us if you would like this document in large print, on audio CD, in Braille or in another language or in an alternative format.