

Tenants Extra Support Service (TESS)



Practical support to improve lives

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 ill health, the TESS team may be able to support you.

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 we will produce an action plan, detailing where support is needed. Empowering and enabling tenants to live independently avoiding an eviction situation.

How we can help:

- ✓ Help with applying for benefits
- ✓ Advice on completing forms
- ✓ 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

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

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 **07841 794587**

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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