Tenancy Support Service Standards

Lead Officer: V Palmer
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What is a Service Standard

This service standard describes the level of service you can expect from the Tenancy Support Service

Aims of the Tenancy Support Service

Mansfield District Council’s aim is to provide a Tenancy Support Service that will assist tenants in maintaining their tenancies and live a more independent life

What you can expect of us:

- A Tenancy Support officer will be made available to you if you require advice and support in maintaining your tenancy
- An assessment of your needs will be carried out prior to service being offered to you
- You will be given an individual support plan which will address your needs identified by the assessment process
- Your support plan will have specific intended outcomes which have been agreed by you
- We will help you access other services such as education, Social Services, Benefit Agencies, solicitors, Health and other specialist services
- We will carry out a review of the service being provided to you at agreed intervals
What happens when Tenancy Support is no longer required?
Your Tenancy Support Officer will complete a final assessment with you to ensure that the aims in your support plan have been achieved. A closure date will then be agreed with you which will tell you when our support service will end.

Can Tenancy Support be requested again at a future date?
Yes, you can reapply for Tenancy Support should your circumstances change and you feel that you are in need of the service again.

How to contact the Tenancy Support Service
Phone - 01623 463450
Email: www.housing@mansfield.gov.uk
In writing to:

Mansfield District Council
Civic Centre
Chesterfield Road South
Mansfield Notts
NG19 7BH

Putting things right.
We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, you can ask for our complaints form which gives details about how to complain.

For more information about Mansfield District Council’s complaints procedure visit, www.mansfield.gov.uk