

Tenant Support & Wellbeing Service

Confidential information and counselling

The right help at the right time



The Tenant Support & Wellbeing Service is available around-the-clock, 24/7, over the telephone and online.

The service aims to answer your questions quickly and will also refer you to the most appropriate source of support, including counselling, legal, financial, childcare and consumer experts.



Counselling and Advice



Emotional Wellbeing



Online Support



Around-the-clock support



Life & Progress

Your **Tenant Support & Wellbeing Service** from Life & Progress is here to help you. The service provides practical information, resources, and counselling to help you balance your work, family and personal life.

Available no matter when or where, anytime, any day, support is just a telephone call away. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.



Issues covered

Your **Life & Progress** Tenant Support service can gather information and offer support on a wide range of family and personal issues, including but not limited to:

- Health and wellbeing information
- Everyday living - specialist information and guidance
- Stress, anxiety and depression
- Psychological and emotional issues
- Marital, family and relationship difficulties
- Bereavement and loss
- Childcare and parenting challenges
- Elderly and disability care
- Debt counselling and budget management
- Traumatic incidents or life changing events
- Work-life balance
- Financial guidance
- Adopting a healthier lifestyle

Counselling and Advice

Providing you with practical information, advice and guidance on a wide range of personal, family, work and everyday living issues.

You are encouraged to contact the service as soon as an issue presents itself and before matters become more serious.

The Tenant Support Portal

The Tenant Support & Wellbeing Service (TSWS) online portal provides tenants with a wealth of resources on physical health, mental health, and emotional support, all in one convenient location.

From stress management techniques to healthy living tips, the portal has everything you need to improve your wellbeing.

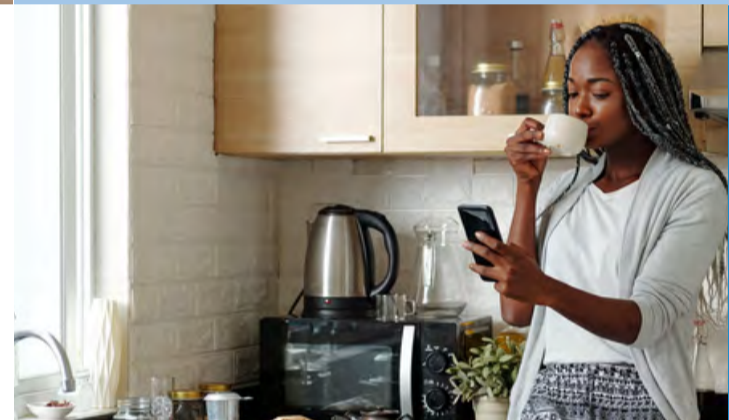
Log in using your access details and start exploring a wealth of expert-curated resources on physical health, mental health, and emotional support.

The Cost of Living Crisis

Millions of people throughout the UK are feeling overwhelmed by the Cost of Living Crisis, and if you're the same, the Tenant Support & Wellbeing Service can help.

As a service designed specifically with tenants in mind, we offer financial counselling, budgeting assistance, and emotional support to help you navigate the Cost of Living Crisis.

Contact us today and we'll help you take on the Cost of Living Crisis, helping you take the best steps towards financial stability and emotional wellbeing.



Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone number.

Upon speaking to a trained service representative, you will be supported and they will help you determine the best course of action to resolve your issue.

You may benefit from simply talking with the service representative, or you may wish to receive more specialist support or counselling.

Whatever your situation the service will help – and if appropriate, put you in touch with an expert who will assist you with the issues you are facing.

Call us today in confidence

Freephone
0330 094 5593
www.tenantcare.co.uk

Username: **sw9247**

Password: **tenant365**