

Tenancy Support

A guide for residents in North Ayrshire

Useful contact numbers

Tenancy Support Team

01294 601723

Area Housing Offices

Ardrossan	01294 605258
Dalry/Beith	01294 835355
Dreghorn	01294 221860
Irvine	01294 324870
Kilbirnie	01505 685177
Kilwinning	01294 552261
Largs	01475 687590
Saltcoats	01294 602611
Stevenston	01294 605281

www.north-ayrshire.gov.uk



NORTH AYRSHIRE
COUNCIL



Hous09-04/0029



This document is available in other formats such as audiotape, CD, Braille, and in large print. It can also be made available in other languages, on request. (please contact 01294 324680)

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿੱਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬੁੱਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ।
ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی
چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جاسکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供
其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie
CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych
wersjach językowych.



NORTH AYRSHIRE
COUNCIL

Housing Services

What is Tenancy Support?

We offer housing-related support to Council tenants in North Ayrshire. Our aim is to prevent tenants from losing their tenancies by helping them to develop the skills they need to manage their own homes.

We can help anyone who:

- Is having problems managing their tenancy
- Is at risk of becoming homeless; or
- Has been homeless in the past.

The support offered

We can provide support in a number of ways to help you keep your tenancy. Working with you, we will put together a package of support which meets your needs.

We can help you to:

- Fill in Housing Benefit forms, Council Tax forms and any other housing applications;
- Budget your money and sort out your debt issues;
- Improve your skills in areas such as cooking, cleaning and home security
- Manage day-to-day correspondence such as letters or bills;
- Arrange a gas and electricity supply to your home;
- Register with a GP;
- Plan your weekly shopping;
- Voice your opinions;

- Apply for training courses, further education or employment;
- Gain access to other services for example, mental health, addictions, general health, money advice and so on.
- Get furniture for your home

We can also:

- Go with you to meetings, appeals and reviews; and
- Give you general advice on housing issues or concerns.

Access to the Tenancy Support Team

There are different ways you can access the tenancy support service.

- Ask for a referral at any local housing office.
- If you already have a support worker, for example, a social worker, ask them to refer you.
- Refer yourself, call the tenancy support team on 01294 601723 to arrange for a support worker to call you back

Further information on North Ayrshire Council's tenancy support team as well as Care Commission inspection reports can be found at www.carecommission.com

The service is confidential. We will not pass information to any other agency without your agreement.

This service is available to any council tenant within North Ayrshire.