

# Support for Solon tenants

- FREE services we offer
- How Solon can help
- Who to call



Call Solon  
0117 916 7769

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Solon offers services to residents who need a little extra help. We can provide practical and emotional support for you over a period of time. This is called tenancy support.

## What is tenancy support?

Tenancy support is a range of services designed to make life easier and help people to become more independent. Depending on your needs, the support can include:

- Money help and advice
- Personal support in your home, work or community
- Help with physical and mental health issues
- Support to deal with family problems

## Who can ask for tenancy support?

All Solon residents can ask for help. Tenancy support includes a wide range of practical services and advice that is provided locally in each area.

## The best help for you

The aim is to support you to get the **skills** and **confidence** you need to manage your tenancy well.

All residents who received tenancy support were very satisfied with the service. They rated it very good or excellent.

2008 survey

If you need a large print version of this leaflet please ring 0117 916 7768



## What to do first

Contact your housing officer or speak to the Solon Tenancy Support Officer on 0117 916 7769. You will be offered an appointment to discuss your needs.

## What happens next?

### 1. We will discuss what you need

The Tenancy Support Officer will discuss your needs with you and make an **assessment**.

If we feel that another service or agency can offer you the best support, we will try to find you the right service.

### 2. We make a plan with you

If you qualify for support, we will agree a plan with you that gives you access to the help you need. The **support plan** will have clear and achievable goals.

### 3. We offer regular support

We will offer you **regular appointments** for a set period to support you. The aim is to help you get the skills and confidence you need to live independently and manage your tenancy well.

### 4. We check that the plan is right for you

We will **review** your support regularly to make sure you are happy with the service and that it is suited to your personal needs.

## What kind of support?

### Help to manage money or debt

- Benefits information and help to claim
- Debt advice
- Help with budgeting and paying bills
- Advice on grants and funding for low-income residents

### Personal support and training

- Links to training, education, voluntary work and employment
- Practical household support
- Links to community and social activities
- Advice on homelessness

### Help to meet your health needs

- Support to manage your physical needs
- Access to mental health services
- Support for drug and alcohol recovery

### Support for you and your family

- Help to be safe from domestic violence or abuse
- Advice on education and links to children's services
- Help to resettle in a new community
- Help with language difficulties

Please call **0117 916 7769** if you would like to speak to the Tenancy Support Officer

## Translations

If English is not your first language  
and you need a translation,  
we can get one for you.

### ALBANIAN

Nëse anglishtja nuk është gjuha tuaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

### GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને આંગ્રેજીની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### HINDI

चदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

### KURDISH

Heko Ingilîzî zimanê we ye yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî jî we re bibînin

### POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### PUNJABI

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### SOMALI

Haddii Ingilisku aasnu ahayn afkaga kowaad ee aad u baahan tahay furjumaad, aasgaa kas samayn kano.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

### Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



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