



Supported Tenancies



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • སྐད་སྐད་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، فقم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوقس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر ددتهویت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورد یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایە پەيوەندی بە ئۆفیسێ خانووبەردی ناوچەکەتەوه (نییبه‌رهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆراییی ئەو کارەت بۆ ددکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነገረኛ ክብርታዎን ክትረክቡ ክትደረጁ (ናይ ዓይነት-ፊን ክትረክቡ) እንተደለኹ፣ ነገር ናይ ኣካባቢኹ ናይ ኣባይቲ ቢትክሕፊት ደውስሱም፣ ነገር ነገዳ ክገብሩልኹ ኢዮም።

Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکارہ دستاویزہ کرام اپنے نمبر ہڈ یا ڈسک آفسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

Service standards for supported tenancies

We will:

- We will visit you to assess your support needs and offer advice within 28 days of your referral being received.
- We will visit you 4 times a year with your support provider to monitor and update your changing needs.
- We will measure your satisfaction with the service you are receiving from the Tenancy Support exam and your identified support provider.



Supporting our customers

There comes a point in everybody's life when they need a little extra help and support from other people. At times like these it can be difficult to carry out the every day tasks that are usually taken for granted. For example it may affect a person's ability to look after themselves and their home in the way that they would like.



West North West Homes recognises that there are people who need help at difficult times. This may include people who have physical and or mental disabilities, learning difficulties, people who have drug or alcohol dependencies, people who are at risk from domestic violence, or any other circumstances where someone might feel vulnerable.

West North West Homes aims to work with all our customers who need help and assistance. We have a specialist team who will work with our customers and other organisations to ensure that each person gets the most complete and appropriate support for their specific needs. This team is called the Tenancy Support Team.

How do you contact the Tenancy Support Team?

If you feel that you or one of your neighbours may be in need of some support then you can contact your local neighbourhood housing office, or any officer of West North West Homes. They will then make a referral to the Tenancy Support Team.

You can pick up a self-referral form from any of our local neighbourhood housing offices, or download a form at www.whwhl.org.uk. All information received shall remain confidential and will not be shared with other people without your consent.



What does the Tenancy Support Team do?

The Tenancy Support Team will contact each customer on receipt of the referral form and arrange for an officer to meet with them in their home, if the customer does not feel comfortable meeting at home then an appointment can be made to meet somewhere else that is more convenient.

If you have requested support this first meeting is an opportunity for you to talk to one of our officers about any matters that are causing you concern. Our Tenancy Support Officer will then discuss all the options available to help and support you through this difficult time.

There are a large number of support



providers in your area, who provide a wide range of specialist skills and knowledge.

For example there are agencies that provide support for people to access employment and training, claim additional benefits, offer both emotional and practical support, and also help to prevent homelessness.

Once the Tenancy Support officer and our customer agree on the best course of action, a referral may be made to a specialist support provider. The Tenancy Support Team will work closely with the customer and the support provider to create a support plan.

Once appropriate support is in place the Tenancy Support Team will meet with you regularly to discuss how this plan is working. If it is felt that this support needs to be altered in any way, then we will agree on a more appropriate course of action.



If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:
wnwhl.enquiries@wnwhl.org.uk
www.wnwhl.org.uk



Visit us at:
Neighbourhood Housing
Offices or One Stop Centres



Write to us at:
Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX

