



aschamhomes

www.aschamhomes.org.uk

Service Standard

Supporting
vulnerable tenants

Supporting vulnerable tenants

We will:

- Identify vulnerable tenants when they sign up for their homes
- Collect information so we can adapt our services to best suit their needs
- Refer vulnerable tenants to Waltham Forest Council's Tenancy Support team

Supporting People is a government programme that provides housing-related support to help vulnerable people live as independently as possible in the community.

The *Supporting People* programme funds housing-related support services including:

- General information and advice
- Befriending
- Advocacy
- Community alarms
- Assistance with welfare benefits
- Home improvements
- Help to deal with neighbour disputes
- Assistance with education and employment plans
- Life skills training