

Tenant Support & Wellbeing Service

Confidential and free to use



Your **Tenant Support & Wellbeing Service (TSWS)** is here to help you. The service provides practical information, resources, and support in the moment 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 - or find support online. There is no limit to the support you use and there is no cost to use the service.

Support in the moment

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

The service can offer support to help you cope successfully with life events, helping you stay happy, healthy and fully focussed on life and work.

Accessing the service

The service can be accessed at any time on the Freephone number below. 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 support in the moment.

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.

Issues covered

Information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Health and wellbeing information
- Everyday living - specialist information and guidance
- Personal performance and time management
- Workplace pressure
- 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 support in the moment and budget management
- Traumatic incidents or life changing events
- Work-life balance

24/7 SUPPORT
365 days a year

The 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 support in the moment, legal, financial, childcare and consumer experts.



**Tackling stress
& anxiety**



**Work-life
balance**



**Health &
wellbeing advice**



**Around-the-clock
support**

Tenant Support
Freephone **0330 094 8845**

www.tenantcare.co.uk
Username: alliancehomesgroup
Password: tenant