

# A helping hand can make a huge difference



## Life & Progress

Your Tenant Support & Wellbeing Service from Life & Progress is here to help you.

The service provides practical information, resources, and counselling 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. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.



### Counselling

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 focused on life and work.

 **Support and advice when you need it 24 hours a day, 365 days a year**

### Issues covered

Your Tenant Support & Wellbeing Service (TSWS) can gather information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Health and wellbeing information
- Mental health and wellbeing
- Relationships
- Family matters
- Managing debt
- Workplace issues
- Your rights as a consumer
- and much more...



The Tenant Support & Wellbeing Service is available 24/7, 365 days a year, 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 counselling, legal, financial, childcare and consumer experts.



Tackling stress & anxiety



Parental Challenges



Health & wellbeing advice



Around-the-clock support



### Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone number.

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 counselling.

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.

Call us today  
in confidence

Freephone  
0330 094 8845

[www.tsws-assist.co.uk](http://www.tsws-assist.co.uk)