

2022 Edition

**Life & Progress**

0808 164 3941

[service@lifeandprogress.co.uk](mailto:service@lifeandprogress.co.uk)

[www.lifeandprogress.co.uk](http://www.lifeandprogress.co.uk)

Introducing the...

# Tenant Support & Wellbeing Service



Life & Progress is an approved National Housing Federation Sector Supplier, based in the Midlands and operating throughout the UK, Life & Progress has a well-established reputation for delivering paramount support & wellbeing services.

We support Housing Associations, Trusts and Private Landlords of all sizes.

## Tenant Support & Wellbeing Service (TSWS)

Under our Tenant Care programme, we have developed the Tenant Support & Wellbeing Service (TSWS). Designed specifically for your sector, Life & Progress delivers a telephone and online based service giving tenants around-the-clock access to confidential 'Support in the Moment' Counselling. The service also provides tenants with professional advice, guidance, and practical information.

This package of tenant support and wellbeing services is accessible 24 hours a day. In addition to offering qualified support to tenants, this service can ease some of the daily burden on those frontline staff members in customer facing roles by helping to reduce risk, and will assist them when they are handling those difficult conversations of which could have an impact on their own mental health and wellbeing.

Included within TSWS, but not limited to:

- 24/7 Freephone number accessible for all Tenants (Residents)
- TSWS Online Portal (Password Protected)
- Access to practical information and professional guidance
- Financial information including debt counselling and budget management
- 'Support in the Moment' telephone counselling and clinical signposting
- Eye-catching bespoke emotional e-materials and content creating service awareness
- Media content including our helpful Tenant Support Information Video
- Dedicated account management to ensure you get maximum value and a healthy ROI
- Management Information (M.I.) Reports providing useful utilisation statistics.
- Access to the very latest mental-fitness App\* MyMindPal





## Example of issues covered

Stress, Anxiety & Depression	Improving Mental Health	In the Moment Counselling	Health & Wellbeing & Advice
Debt Advice & Budgeting	Practical Information & Guidance	Domestic Abuse	Relationship Difficulties
Childcare and Parenting Challenges	Bereavement and Loss	Sleeping Problems	Alcohol and Drug Awareness
Everyday Coping Methods	Controlling Feelings of Anger	Elderly and Disability Care	Mental-Fitness App*

For a modest annual investment, all of your tenants would be able to access the service 24 hours a day, 365 day's of the year. There is no limit to the number of issues your tenants can gain support on, accessible either over the telephone or via the secure TSWS website.

"We know that many of our tenants are faced with a multitude of pressures that makes this increasingly difficult. Tenancies most often break down when the wider pressures of life become too great. Staff across our organisation were frustrated that they could not get help for our customers quickly enough on a wide range of issues which would help to keep people in their homes during times of personal crisis.

Working with Life & Progress has been very positive, they shared our enthusiasm for extending their services to provide help & support to our tenants."

**Large Midlands Based Housing Association, 30,000 Tenants**

## Next Steps...

For your initial interest and to find out more about this unique service, **please email [service@lifeandprogress.co.uk](mailto:service@lifeandprogress.co.uk) or call our office on 0808 164 3941.** We will offer you without obligation a free consultation-call and a TSWS quotation specific for your organisations and needs.



**Life & Progress** can also provide services for supporting employees, such as but not limited to:

- ✓ Occupational Health (OH) Services
- ✓ Executive Health Assessments
- ✓ Workplace Health Screens
- ✓ Workplace Health & Wellbeing Events
- ✓ Health Monitors
- ✓ Health Cash Plans
- ✓ Flexible Benefits Schemes
- ✓ Dental Plans
- ✓ Private Medical Insurance
- ✓ Group Life Assurance
- ✓ Group Income Protection
- ✓ GP Helpline
- ✓ Employee Assistance Programme (EAP)
- ✓ Gym Discounts
- ✓ Whistleblowing Service
- ✓ Workplace Mediation & Conflict Resolution
- ✓ Day-1 Absence Management (Track & Record)



**Life & Progress**<sup>®</sup>

Head Office: 0808 164 3941  
service@lifeandprogress.co.uk

[www.lifeandprogress.co.uk](http://www.lifeandprogress.co.uk)

Life & Progress Limited Company Reg No. 9966183

Four The Cobalt Centre  
Siskin Parkway East  
Middlemarch Business Park  
Coventry CV3 4PE

