

# Tenant support - a free service

Are you in arrears? Can't pay bills?

Do you have a new tenancy and need support? Feeling alone?



## The aim of tenant support

The aim of the scheme is that after people have received support they are able to manage their tenancy successfully on their own or with the long term help of the right agencies.

## Tenant support and 'MAASH'

Merthyr Valleys Homes provides tenancy support for the local area. This service can be provided to our tenants and to tenants of other housing associations, private landlords and owner/occupiers.

The tenancy support scheme is funded through the Welsh Assembly and co-ordinated via the 'MAASH' team.

'MAASH' stands for Managing Access to Adapted and Supported Housing. The 'MAASH' partnership involves the council, housing associations, advice and support agencies.



## How can tenant support help you?

We can help with the following:

- Budgeting and debt management
- Claiming benefits and maximising income
- Help to get counselling, mental health and drug/alcohol services
- Help with accessing training/ education and employment
- Assistance with organising repairs to your home
- Help to make sure your home is safe and secure
- Help to deal with disagreements with neighbours and others
- Help to improve life skills
- Help to access professional help (Social services, GP etc.)
- Help to build your confidence
- Help for parents struggling to access childcare and related support in order to attend courses/work etc

# How do I apply for Tenant Support?

If you are known to any agency (such as Social Services, Shelter, Gofal, Adref) ask them to complete a 'MAASH' referral form with you. If you are our tenant or that of another housing association, ask your housing officer to help you. If you are not involved with anyone like this, please contact the 'MAASH' administrator on 01685 724690

The 'MAASH' form asks for things such as:

- your personal details
- information about your housing circumstances
- information about your support needs

Once the 'MAASH' team have received your form, they will decide which agency may best suit your needs and with your agreement, pass on your details. This agency will then contact you to complete an assessment, and if this is us, we aim to complete this within 5 working days.

Once accepted onto a support scheme, a personal support plan will be agreed with you. Support can be provided for as long as you need or up to about 2 years.

All information provided is confidential and will only be shared with relevant people with your consent.

**If you have any queries or are not happy with our service, please contact us:**

Merthyr Valleys Homes  
Martin Evans House  
Avenue de Clichy  
Abermorlais  
Merthyr Tydfil  
CF47 8LD

Support Services Team 01685 727852  
Free Phone 0800 085 7843  
[www.mvhomes.org.uk](http://www.mvhomes.org.uk)

To contact MAASH:  
MAASH Administrator  
(Supporting People Team)  
Ty Keir Hardie  
Riverside Court  
Avenue de Clichy  
Merthyr Tydfil  
CF47 8XE

01685 724690  
[www.maash.merthyr.gov.uk](http://www.maash.merthyr.gov.uk)  
[SupportingPeople@merthyr.gov.uk](mailto:SupportingPeople@merthyr.gov.uk)

#### English

If you would like this document explained, translated or provided in another format such as large print, audio or Braille, please contact 0800 085 7843

#### Welsh

Os hoffech gael yr wybodaeth hon mewn print bras, Braille, ar dâp neu mewn iaith arall, cysylltwch â ni ar 0800 048 8531

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#### Portuguese

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