



linthouse
HOUSING ASSOCIATION

What is Tenancy Support?

Our Tenancy Support Service is here to give you the tools & information to sustain your tenancy & improve your wellbeing. This is for anyone who needs extra support, whether you are facing personal challenges, struggling with your housing responsibilities or feeling isolated, we are here to support you.

We offer confidential, friendly support that is tailored to your needs.

Support with mental health and addictions

- Compassionate, judgement free support to help you link in with the right specialized support services, and guidance when managing challenges.

Understanding your Tenancy Rights and Responsibilities

- Guidance on what is expected of you as the tenant, and what you can expect from us as the landlord.

Hoarding - Practical and respectful support to help you create and maintain a safe and comfortable living space.

Community Links and Social Inclusion

- Connect with the local groups and services to reduce social isolation, and feel connected to your community.

Independent Living Skills

Guidance on how to manage your tenancy, how to pay your bills and signposting to budgeting services.

We are not a replacement for statutory or third sector organisations, but we work *alongside* them to help you build stability, resilience and to have a better quality of life.

Linthouse Welfare Rights Service

Since 2019, LHA have offered an in-house Welfare Rights Service that can support our tenants and factored owners. Our Welfare Rights Service can assist with the following issues:

Benefit Entitlement Check: We can calculate potential benefit entitlement

Universal Credit: Are you having issues with Universal Credit, making a claim, UC migration, etc

Reconsiderations/ Redeterminations & Tribunals – Has your claim to a DWP/SSS or GCC benefit been declined. We can discuss how to challenge this decision.

Social Security Scotland – Do you have a query about the range of new benefits offered by Social Security Scotland? Do you wish to make a claim for Adult/Child or Pension Age Disability Payment? We can help with this

Scottish Welfare Fund/Charitable Applications

We can assist with applications to the Scottish Welfare Fund for Community Care Grants and Crisis Grants or assist with applications to various charities depending on your circumstances.

Please note. Our Service provides welfare rights advice. We may have to ask details about your household composition, income, level of savings/capital and health issues. We do not provide debt or money advice. To arrange an appointment please call 0141 445 4418. We offer telephone and office appointments and can complete home visits if required.