



Tenant support services

We all need a little support sometimes. Here are some of the ways you can access support, and how our Tenant Support Service may be able to help you.

Health & Wellbeing

- **NHS 111**
If you have an urgent medical problem and you are not sure what to do
Tel.111
- **First Response**
For immediate mental health support
Tel. 111 option 2
- **Norfolk and Suffolk Wellbeing Service**
If you are feeling low, anxious, stressed, or depressed
Tel. 0300 123 15030



Free digital training

- **Barclays Digital Wings**
www.barclays.co.uk/digital-confidence/digital-wings/
- **Learn My Way**
<https://new.learnmyway.com>

Training courses

- **Adult learning – Norfolk County Council**
<https://www.norfolk.gov.uk/education-and-learning/adult-learning>
- **WEA**
Tel. 0300 303 3464
- **ACE**
<https://ace-project.org.uk>
Tel. 01603 720308



Employment

- **Find a Job**

<https://findajob.dwp.gov.uk>

- **Indeed**

<https://uk.indeed.com> (you will need to upload a CV)

For full information and sources of support, visit

www.broadlandgroup.org/tenant-support/

1-to-1 support

Our small Tenancy Support Team provide free, non-judgmental help to all tenants. Advice is confidential* and individually tailored to you.

We can provide help with

- Benefits and Universal Credit advice
- Money management and budgeting
- Looking after your home – hoarding and home safety

To request some 1-to-1 support, please complete the form at www.broadlandgroup.org/tenant-support/apply-for-tenancy-support/ or call us and select the Tenancy Support option.

** The only exception to this is if we have concerns about a child protection, safeguarding vulnerable adults or if we suspect there are crimes being committed at the property.*



Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



TENANTS
ONLINE