



**Tenancy support is here  
to help you to become  
independent**

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Empowering homeless people and those  
facing adversity to achieve their full potential

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For more information about the Tenancy Support  
scheme from Step by Step, please telephone:

**01252 332514**

or email

**info@stepbystep.org.uk**

**www.stepbystep.org.uk**

Step by Step

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Telephone: 01252 312364

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Registered Charity No. 900308

Company No. 2431825



**Help with  
housing support**

**TENANCY SUPPORT**

# WHO IS IT FOR?

The Tenancy Support service from Step by Step aims to help people who are having problems with their accommodation, or who need help settling into new accommodation.

It is open to anyone aged from 16 to 25, and also for previous clients of Step by Step aged from 26 to 29 years. (Clients include anyone who has lived in Step by Step accommodation or attended one of our youth development projects, such as Daylight or CyberShed.)

You may have problems with your current tenancy or you may want some support to help you to settle into new accommodation.

*Tenancy Agreement*  
You must be in need of help with your accommodation, live in Rushmoor or Hart, and not have any alternative support package in place.

The Tenancy Support scheme has a limited number of places so you may have to wait until a space becomes available.

To obtain a referral form for yourself or someone else, please telephone 01252 332514, or email [info@stepbystep.org.uk](mailto:info@stepbystep.org.uk)

# HOW DOES IT WORK?

You will meet weekly or fortnightly with a Step by Step worker - depending on what suits you - to discuss your needs.

At your first meeting your worker will help you decide what steps you need to take.

The plan will take into account your circumstances and wishes.

Your worker will then help you to complete any forms you need, give advice on where to go for specialist help, and make appointments for you if this is appropriate.

At the end of each meeting you will come away with an action plan.

You can continue to meet with your worker to assess progress and decide on further actions.

After six weeks the need for support is reviewed and may end at that point or it may continue for as long as necessary (up to a maximum of two years).

# HOW CAN IT HELP?

## Tenancy Support can:

- Help you to fill in forms
- Provide advice and support about claiming welfare and housing benefits
- Help you develop everyday living skills
- Provide general advice on housing
- Arrange referrals to other agencies
- Help you with budgeting
- Explain your housing rights and responsibilities
- Resolve tenancy issues and mediate on your behalf
- Link you to services to help you find employment
- Provide information and referral to debt agencies
- Assist with education and training opportunities
- Help you to improve your quality of life