

## Help with your tenancy

This fact sheet provides information to tenants on how our client support coordinator can help if you are having difficulty managing your home and maintaining your tenancy.

### How can the client support coordinator help me?

Tenants are required to meet the requirements of their lease including paying their rent, keeping the property in a reasonable state of cleanliness and not causing a nuisance to neighbours.

The client support coordinator can help you if you are struggling to manage your home and are at risk of eviction.

They can help you by talking with you about your needs and referring you to support services.

They will require you to sign a consent form prior to commencing client support, your client support coordinator will discuss this further with you at your initial appointment.

They can refer you to services including:

- ✓ Cleaning
- ✓ Gardening
- ✓ Aged care home help
- ✓ Disability support
- ✓ Children's services
- ✓ Employment services

The client support coordinator will also:

- ✓ Keep in contact with your support services to ensure they are helping you with your daily living.
- ✓ Keep in contact with you to support you to ensure the support is helping you maintain your tenancy.
- ✓ Come to your property inspections if you are having difficulties with maintaining the condition of your property.

## Am I eligible for help?

You may be eligible if you have several support needs, and you are:

- ✓ a first-time renter
- ✓ at risk of being evicted
- ✓ facing medical or health issues, including being recently discharged from hospital
- ✓ unable to access family or other support
- ✓ ageing and finding it difficult to cope in your home.

Tenants are not eligible if:

- × they are already supported by NDIS.

## How can I get a referral?

There are three ways you can be referred to a client support coordinator:

1. Your tenancy officer can make a referral.
2. One of your current support providers can make a referral.
3. You can refer yourself.

In all cases, you will need to consent to receiving help from the client support coordinator.

The client support coordinator will let you know if your referral has been accepted.

## John's story

John lives in a rural town but has no family or friends nearby to provide support, which left him feeling isolated. His health is also deteriorating because of his age.

At his property inspections, the tenancy officer noticed that John was struggling to keep his home clean and in good condition, which was placing his tenancy at risk.

The tenancy officer referred John to the client support coordinator for help. The client support coordinator connected John to aged care home help.

The support worker was able to arrange a cleaning service for John and help with his shopping.

With these additional supports in place, John has been able to maintain his tenancy.

## Contact Homes Tasmania

Phone: 1300 665 663

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