



Tenancy Sustainment

Helping you keep your home

At Freebridge, we want every customer to have the best possible chance of maintaining their tenancy and enjoying a safe, stable home.

We understand that life doesn't always go to plan. Changes in health, finances, family circumstances or other unexpected events can sometimes make it harder to manage a tenancy.

That's why we're committed to providing support, advice and guidance when it's needed. Our aim is to help customers overcome challenges and successfully maintain their home.

How we can support you

We can help by:

- Making sure new tenancies get off to a positive start
- Helping you understand your rights and responsibilities as a customer
- Identifying support needs early and providing advice before problems become bigger issues
- Signposting you to specialist services and partner organisations

- Offering practical support during difficult times and unexpected crises
- Helping you access money management and budgeting advice where appropriate

Support when you need it most

If you're facing a crisis or experiencing difficulties that may put your tenancy at risk, please contact us as soon as possible.

You may be able to access support through our Tenancy Support Fund, which can provide emergency assistance in certain circumstances, including help with essentials such as food, energy costs, transport and digital connectivity.

Working together

We work alongside a range of organisations, including local authorities, health services and voluntary groups, to help customers access the support they

need. The earlier you speak to us, the more options we may have available to help.

Need help?

If you're worried about:

- Paying your rent
- Managing your finances
- Your wellbeing or health
- A change in your circumstances
- Maintaining your tenancy

Please get in touch. We're here to help.

Find out more from our full policy on Our Policies page of our website: freebridge.org.uk/who-we-are/our-policies or you can scan the QR below:



Freebridge
COMMUNITY HOUSING