



Local office contact details

Berkshire, Wiltshire, West of England, Devon

T 0800 587 2325

E contact@sovereign.org.uk

(all enquiries and out-of-hours emergencies)

Dorset

T 01202 460460 or 0800 169 5686

E contactdorset@sovereign.org.uk

(repairs and out-of-hours emergencies)

Oxfordshire

T 01235 536001 or 0300 500 0926

E contactoxon@sovereign.org.uk

(repairs and out-of-hours emergencies)

Hampshire

T 0800 988 4858

E contacthants@sovereign.org.uk

(all enquiries and out-of-hours emergencies)

Head office

Sovereign Housing Association Limited

Woodlands

90 Bartholomew Street

Newbury RG14 5EE

sovereign.org.uk



[facebook.com/asksovereign](https://www.facebook.com/asksovereign)



[@sovereignha](https://twitter.com/sovereignha)



MySovereign app

CAN BE DOWNLOADED
TO PAY RENT OR REPORT
A REPAIR FROM YOUR MOBILE

Our Tenancy Support Service

Helping you manage
your money and
welfare benefits



Sovereign Housing Association Limited is charitable

H&C-28429 15lnh

If you need support with managing your money or welfare benefits, our tenancy support advisors can help you.

Who can they help?

Our tenancy support advisors can assist you if:

- You've been affected by changes to the benefits system.
- You're concerned you may not be able to pay your rent and need help with budgeting.
- You'd like to downsize to a smaller property and need some help with how to go about this.

What can they do?

They'll work with you to create a personalised action plan which is designed to help you improve your financial situation.

This can include:

- Helping you manage your money and maximise your income.
- Advising you on what benefits you could be entitled to, how to claim them and what to do if you're experiencing problems.
- Helping you claim any backdated benefits you may be entitled to.
- Giving you information about support agencies you can use within your community, for example, Citizens Advice.
- Giving you information on specialist debt and money management agencies.
- Supporting you through the downsizing process.

Do you think you need support?

If you feel you would benefit from talking to one of our tenancy support advisors, please fill in a self-referral form on our website www.sovereign.org.uk/tsa. You can also speak to your Housing Officer, Rent Officer or one of our customer service advisors.

A referral can also be made by external agencies, including your local council or Citizens Advice.

What happens next?

One of our tenancy support advisors will get in touch with you to discuss your situation and what they can do to help.

They may visit you to complete a full assessment or signpost you to another agency if they believe you could benefit from more specialised help.

After speaking with them, you'll work together to create an action plan and carry out tasks with their support and assistance until your situation has improved.