



Tenancy Sustainment Service: Help Advice & Customer Support

Get in Touch

✉ Email: customerservices@kha.scot

☎ Tel: 01592 630922

🌐 www.kingdomhousing.org.uk

📍 Saltire Centre, Pentland Ct,
Glenrothes, KY6 2DA



KINGDOM
Group

MORE THAN A HOME

More Than a Home

What We Do

We want all our tenants to live healthy, happy, and comfortable lives. We understand that sometimes you might need extra support along the way. Our Tenancy Support services are here to give you helpful advice and assistance whenever you need it.



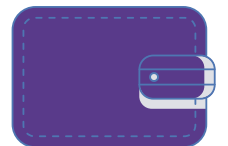
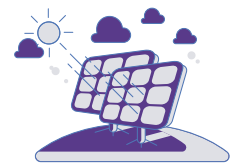
How we can help

Our team is here to help you with: debt and rent arrears, benefits, improving your mental or physical health, tenancy skills, starting a new tenancy, and energy advice. We also provide full employment support through our Kingdom Works project to help you find work or training opportunities.



How can you get in touch?

No matter what the issue is, we're here to help. You can ask any member of our staff for assistance at any time. You can also reach out directly to our services by contacting us using one of the options below.



Portal: Through your My Kingdom account

Online: www.Kingdomhousing.org.uk

Email us: customerservices@kha.scot

Call us: Tel: 01592 630 922

In Person: By visiting one of our offices or speaking to any member of staff

Our Services

Tenancy Start Up

Ending homelessness starts with the offer of a new home. We understand that there are many barriers to taking up the offer of a new home. We provide a Single point of contact for any new customers who are first time tenants or who have experienced homelessness.

New customers will be helped to:

- Create a budget plan
- Get grants to help with the cost of furnishing your home
- Understand your rights and responsibilities as a tenant
- Get advocacy support for setting up utilities and managing bills
- Access support from local community services
- Learn important tenancy skills through our Renting Ready Training program

Financial Wellbeing Advice

More people than ever are finding it hard to cover basic living costs. It can feel even more overwhelming when you start falling behind on important payments like rent, council tax, and utilities.

It's not always easy to know where to find help. The benefits system can be complicated, but we're here to guide you through any financial issues, so you don't miss out on the support you're entitled to and can get back on track.

The Tenancy Support Team can:

- Check if you're eligible for benefits, grants, or our cost of living support fund
- Provide urgent crisis help while addressing the underlying issues
- Guide you step-by-step through the benefits claims process
- Make sure you're getting the right amount of benefits
- Help with appeals, reviews, and reconsiderations of benefit decisions
- Offer budgeting support
- Help you tackle rent arrears and debt
- Connect you with expert debt advice



Our Services

Short-Term Tenancy Sustainment Skills & Support

Kingdom offers short-term housing support to any tenant who is vulnerable, at risk, or in crisis. Whether you're an existing tenant facing challenges or an older person wanting to live independently, we are here to help.

For those using this service, we focus on improving:

- Personal growth and setting goals
- Financial well being – benefits, budgeting, and managing debt
- Tenancy skills – organisation, problem-solving, home management, and communication
- Social connections, relationships, and involvement in the community
- Physical, emotional, and mental well being by connecting you with specialist support
- Communication by offering advocacy when needed.

Energy Advice

Fuel poverty is a big concern. We can help by giving advice to reduce your bills, find the best prices, lower your fuel usage, and make your home more energy efficient.

The Tenancy Support Team can:

- Carry out a home energy efficiency survey to improve how your home uses energy
- Give tips and provide solutions that help you to lower your energy bills
- Help you get the most out of your heating systems
- Address energy-related debt and ensure you can afford your bills

Kingdom works

Access to better-paid work is the best way to improve your quality of life, and our Kingdom Works team is here to help. Whether you're already working or looking to build your skills and confidence, we offer support in many areas:

- Help with writing CVs and filling out application forms
- Interview skills and preparation
- Job matching to find the right role for you
- Assistance in getting funding to overcome barriers to employment
- Organizing and funding training courses
- Connecting with local employers to match you with local job opportunities



The Five Key Steps to Tenancy Sustainment



Tenancy sustainment is all about helping you keep your home and avoid problems. We offer support and assistance to address any issues, so you can stay in your home and avoid homelessness. Our Tenancy Sustainment Services follow five key steps in every interaction to ensure effective support.



Universally Accessible

We offer services that are available to everyone and work to remove obstacles to successful housing outcomes. We collaborate with you to ensure you get fast and timely access to the specialist services you need.

Targeted Services

We offer personalised support at every stage, helping with tenancies, access to education and jobs, managing life changes, and improving overall wellbeing. If you're behind on rent, we provide fast referrals to help you with financial stability and housing costs.



Crisis Support & Recovery

We provide help and advice to address crises quickly. Our staff use a trauma-informed approach and are trained to handle safeguarding risks. We also work with specialist services to offer early interventions.



Our staff focus on addressing the root causes of a crisis, providing comprehensive solutions, and empowering our customers. We assist them in connecting with local services and opportunities that align with their goals and interests.

Preventing Homelessness

We are committed to ending homelessness by building more homes and offering services to help you overcome obstacles to accepting a home with us. When your home is at risk, we work with you to find the best solutions to help you keep your home and reduce any risks.



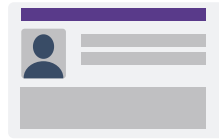
Moving On

At Kingdom, we understand that people's situations change. We aim to understand your current and future goals and offer services to help you progress. If you or a household member wants to move home, for any reason, we continue to support them to ensure a smooth transition and minimise any risks to your well being.

Our Impact



Average financial gain for customers accessing our service: £2,179.34



1969 new cases were opened for our customers



237 customers accessed Home Energy Efficiency advice



£1,360,242 of estimated customer financial gains for customers



48 new customers accessed 6 months of help and sustainment support to improve their wellbeing and ability to manage their tenancy independently



£1,009,287 of welfare benefits claims made, including £288,947.52 of Housing Benefit and £146,000 of Universal Credit Claims



153 customers registered as homeless or experiencing lack of security were supported to take up a tenancy and received tenancy skills support, income maximisation support, and advocacy assistance to remove the barriers to taking up a tenancy.

Customer Feedback

Your feedback is incredibly important to us. It helps us improve our services to better meet the needs of everyone.

Here is some feedback from previous users that highlights the positive impact of our work:

“The help, advice, and support from the team has been amazing. I can't thank them enough. They were brilliant in helping me when I took unwell after contracting COVID-19 and then being unable to return to work. Without their support, I would have been homeless.”

“I experienced poor mental health and had some debt that was playing on my mind. Kingdom's support services were fantastic with me. Their support was so good, and helped me plan how to pay off my debt which I'm now doing. kingdom sorted all that out for me and helped me in so many ways, I'm thankful for their services.”



Other Help and Support

Useful Contacts	Website	Telephone
Citizens Advice Scotland	cas.org.uk	08000 281 456
Money Advice Scotland	moneyadvice.service.org.uk	03005 005 000
NHS 24	nhs24.scot	111
Action On Addiction	actiononaddiction.org.uk	03003 300 659
CASTLE Furniture (Fife)	castlefurniture.org	01592 501 068
Trussell Trust Foodbanks	trusselltrust.org	01722 580 180
Local Council Contacts		
Fife Council Money Advice	fife.gov.uk	03451 400 094
Fife Council Housing Benefit	fife.gov.uk	03451 551 155
Perth & Kinross Council Money Advice	pkc.gov.uk	01738 646 830
Perth Council Housing Benefit	pkc.gov.uk	01738 476 049
Falkirk Council Money Advice	falkirk.gov.uk	01324 506 735
Falkirk Council Housing Benefit	falkirk.gov.uk	01324 506 900
Clackmannanshire Council Money Advice	clacks.gov.uk	01259 450 000
Clackmannanshire Housing Benefit	clacks.gov.uk	01259 450 000



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HAPPY TO TRANSLATE

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you

Kingdom Housing Association

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