

TENANT LIAISON SERVICE - HOW HAS MY SUPPORT CHANGED

PROVIDING HOMES, TENANCY SUPPORT
AND INTEGRATED COMMUNITY LIVING



What is the Tenant Liaison Service?

The Tenant Liaison Service (TLS) engages with tenants who no longer require a regular level of support from our tenant support service. As you might remember, when you moved into HAIL, your support worker supported you to achieve goals aimed at making you feel more independent in your home. Some of these goals may have been setting up your tenancy when you first moved in, integrating into your community, linking in with education or employment or progressing your mental health recovery goals. When you and your support worker agree you are ready to reduce your support they may complete a referral to the Tenant Liaison Service or TLS.

What does the TLS do?

The TLS service will meet you and your support worker following your referral being accepted. HAIL recognises that not all tenants require support for the duration of their tenancy but some will require periods of support throughout their tenancy. The aim of the TLS is to ensure a brief intervention can be offered at any stage of your tenancy with HAIL. This will reduce the risk to your tenancy or deterioration in mental health.

HAIL also recognises that at times during your tenancy you may need additional support. While you may not have needed support for a number of months/years, you now have an area of need that you feel requires support. At this stage the TLS worker will either support you to address this short term need or in the event that it is longer term and requires some follow up, the TLS worker will refer you back to the Mental Health Tenant Support Service.

Do I have to meet with the TLS Worker?

The TLS worker will only visit four to five times a year. Their aim is to visit to make sure you have a point of contact in HAIL that you are familiar with should a support issue arise. The TLS worker will also contact your mental health team so that they are aware support is available to you, should you ever require it. As you are considered a supported tenant, HAIL does expect to engage with you throughout the year as part of your tenancy. It is important that this engagement is not intrusive but serves a purpose. Please discuss frequency of visits with your support worker prior to referral.

What types of support can TLS provide?

As the TLS is a low support service it aims to provide short term support on specific pieces of work. Below please find examples of where a TLS worker might support you:

- Filling out paperwork for example for a transfer request.
- Completing a referral to a social support group.
- Applying for a medical card.
- Engaging with your mental health team to ensure they have a HAIL contact.
- Supporting you with income applications e.g. Living Alone Allowance, Fuel Allowance.
- Following up on maintenance issues which you had previously reported.
- Application for education.
- Engaging with primary care teams where you have an arising physical health issue.
- Introducing you to a Peer Support Volunteer.

Our TLS worker will speak to you about HAIL's Peer Support Service. While you have spoken to your support worker about this previously, you may feel that now is a good time to meet with a Peer Support Worker and get up to date on all the events HAIL are running. Our Peer Support Volunteers are all people with lived experience of mental health difficulties who are now supporting people in the community. They help support people to continue to connect in their community. The service can also support you to continue to progress your recovery goals and are always eager to hear from you on any ideas you have in relation to HAIL's support in mental health recovery.

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