A day in the life of a tenancy support housing officer

Find out more about the roles of our housing officers. This time, we hear from a tenancy support housing officer.

No two days in this role are ever the same, and that is one of the things that makes it so rewarding. A tenancy support housing officer at Chesterfield Borough Council supports people to keep their homes, overcome challenges, and access the help they need to move forward.

Although each day may begin with a plan, the reality of housing work is shaped by people's lives, and that means responding with both flexibility and compassion.

The day usually starts with emails, case notes, updates from colleagues or partner agencies or dealing with referrals when on duty. Behind every interaction is a person or family who may need reassurance, guidance, or practical support, and keeping that at the centre of decision-making is a key part of the role. An important part of the job is identifying what needs immediate attention, particularly where someone feels overwhelmed or where there are concerns that could place a tenancy at risk.

A significant part of the day involves speaking directly with tenants, whether by phone or during home visits. Those conversations are often where the most meaningful progress is made - visiting someone in their home allows us to understand their circumstances more clearly, listen to what they are experiencing, and work through any difficulties with them.

The support provided can be very practical, from helping someone with benefit claims, setting up a new tenancy, budgeting, debt management, dealing with utility suppliers, understanding letters / correspondence to supporting them with health and wellbeing concerns, attending appointments and engaging with new people and services.

An important part of the role is preparing person-centred support plans for each tenant, helping them identify the goals they want to achieve, and the steps needed to reach them. We also act as an advocate for tenants who feel they have no voice, ensuring they are listened to, understood, and supported to access the help they need. Sometimes that means offering clear advice and reassurance. At other times, it means having honest conversations about property condition, lifestyle choices, or other tenancy issues, always with the aim of supporting positive change.

Partnership working is also a vital part of the role. We regularly liaise with support services, safeguarding teams, mental health workers, adult or children's services, neighbourhood colleagues, and other agencies involved with a tenant.

No single service can meet every need on its own, and the best outcomes are often achieved when agencies work together around a shared plan.

A central part of the role is making referrals, sharing information appropriately, and helping tenants connect with the support that can make a lasting difference. This can include helping people access essential services, applying to charities for essential household items, and supporting tenants to create a safe, comfortable, and homely environment where they can

begin to feel settled. Support may also involve practical, emotional, and physical help when a tenant needs to move property, ensuring they are not facing that process alone.

There is also an important balance between support and responsibility. Tenants need to feel supported, but part of that support is being clear about when things need to change. At times, this means setting expectations, addressing ongoing concerns, and explaining the consequences if problems are not resolved. These conversations must be approached fairly and respectfully, with a focus on giving people the best possible opportunity to sustain their tenancy.

By the end of the day, we will often have managed a combination of planned work and unexpected challenges, and that variety is what makes the role both demanding and rewarding. Knowing that we may have helped someone feel heard, more secure, and better able to manage their situation is what makes the work meaningful. The role is about more than housing management. It is about building trust, promoting stability, and helping people maintain a safe and secure home.

The role of a tenancy support housing officer is difficult to quantify because every day brings something different. Each interaction with a tenant can present new challenges, often requiring problem-solving, adaptability, and sound judgement. In many ways, every day is a 'school' day, and being open to new information, new approaches, and new skills is an essential part of the role.

How to contact a tenancy support officer

You can refer yourself by contacting the tenancy support team directly -
email tenancy.support.referrals@chesterfield.gov.uk or call 01246 345354.

The tenancy support team is available Monday to Thursday 8.30am to 5pm, and Friday 8.30am to 4.30pm.