



CHESTERFIELD
BOROUGH COUNCIL



Tenancy Support

Help for people who find it
hard to keep their homes

Who are we, and what do we do

We work with Chesterfield Borough Council tenants who find it hard to keep their homes.

This could be because:

- You have a physical or mental illness
- You have a disability
- You need support with drugs or alcohol
- It is your first tenancy
- You have a learning disability
- You have had to move away urgently because of an abusive situation
- Your accommodation is not suitable

Tenancy support officers will look at your needs and help you to:

- Identify what is important to keep your home and understand your responsibilities as a tenant
- Live peacefully within your neighbourhood and get on with the people around you
- Manage your money, deal with debt including rent arrears, and claim benefits
- Improve your health and wellbeing
- Access local services – doctors, council offices, advice agencies
- Get support from agencies who specialise in particular needs e.g., mental ill health, alcohol misuse, young people, teenage parents, or people who have experienced domestic abuse

How to contact us

- You can refer yourself by calling 01246 345354 or emailing tenancy.support.referrals@chesterfield.gov.uk
- We may receive a referral for you from other teams, for example social services

We are available Monday – Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm

Your circumstances will be assessed, and we will decide if we can offer you help, or if another agency can help.

If you disagree with our decision, you can contact the team leader to discuss it on 01246 345354.

Do you need help to contact us?

- We want everyone to be able to understand us
- We want everyone to be able to read our written materials
- We aim to provide what you need to read, talk and write to us

On request, we will provide for free:

- Language interpreters, including for sign language
- Translation of written materials into other languages
- Materials in Braille, large print, on tape or easy read

Please contact us:

-  Voice telephone: 01246 345345
-  Mobile text phone SMS: 079609 10264
-  www.chesterfield.gov.uk

Useful contacts

Customer service centre

Environmental services

Rent recovery

Housing benefit

 01246 345 345

Reporting repairs

(during office hours)

 Freephone 0800 587 5659

 Repair.requests@chesterfield.gov.uk

Repairs – emergency only

(out of hours)

 01246 345 041

Tenancy management

 01246 345 071

 housingmanagement@chesterfield.gov.uk

Tenancy support

 01246 345 354

 Tenancy.support.referrals@chesterfield.gov.uk

Home options team

 01246 345 700

 home.options@chesterfield.gov.uk

Homelessness prevention team

 01246 345 825

 Homelessness.prevention@chesterfield.gov.uk

Homelessness (out of hours)

 0808 169 2333

Derbyshire Law Centre

 01246 550 674

 0800 707 6990

Citizens Advice

 01246 209 164

 0808 278 7843 (advice line)

Derbyshire Unemployed Workers Centre

 01246 231 441

If you are concerned about the welfare of a child or vulnerable adult, call Derbyshire County Council

 01629 533 190