

A helping hand can make a huge difference

Welcome to your tenant
support and wellbeing service







The right help at the right time

The service is available
around-the-clock, 24/7,
over the telephone and
online.

The service aims to
answer your questions
quickly and will also
refer you to the most
appropriate source
of support, including
counselling, legal,
financial, childcare and
consumer experts.

In partnership with

Life & Progress

-  Tackling stress & anxiety
-  Parental Challenges
-  Health & wellbeing advice
-  Around-the-clock support

Accessing the service

The service can be accessed at any time
simply by calling the Freephone number.

Upon speaking to a trained service
representative, you will be supported
and they will help you determine the
best course of action to resolve your
issue.

You may benefit from simply talking with
the service representative, or you may
wish to receive more specialist support
or counselling.

Whatever your situation the service will
help – and if appropriate, put you in
touch with an expert who will assist you
with the issues you are facing.

Your Tenant Support & Wellbeing
Service from **Life & Progress** is here
to help you. The service provides
practical information, resources, and
counselling to help you balance your
work, family and personal life.

Available no matter when or where, anytime,
any day, support is just a telephone call away.
You can even find support online. There is no
limit to the number of issues you can gain
support on and there is no cost to use the
service.

Counselling

You are encouraged to contact the service as
soon as an issue presents itself and before
matters become more serious.

The service can offer support to help you
cope successfully with life events, helping you
stay happy, healthy and fully focussed on life
and work.



Support and advice when
you need it 24 hours a day,
365 days a year

Issues covered

Your **Life & Progress** TSWS can gather
information and offer support on a wide
range of work, family and personal issues,
including but not limited to:

- Health and wellbeing information
- Mental health and wellbeing
- Relationships
- Family matters
- Managing debt
- Workplace issues
- Your rights as a consumer
- and much more...



Call us today
in confidence

freephone
0330 094 5593

www.tsws-access.co.uk

Username - **flagship247**
Password - **tenant365**