

# 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](http://www.tsws-access.co.uk)

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