

Tenant Support & Wellbeing Service (TSWS)

Round-the-clock wellbeing support for tenants and frontline staff

The Tenant Support & Wellbeing Service (TSWS) from Life & Progress is a dedicated support programme created specifically for tenants of housing associations, councils, and similar organisations. It offers confidential, professional guidance and assistance to people facing life's emotional, practical and wellbeing-related challenges — at any time, day or night.

What it is

TSWS provides tenants (residents) with **24/7 access to telephone and online support** for a wide range of issues including mental health resilience, debt, family matters, everyday living, and emotional challenges. Delivered in partnership with trusted clinical experts, the service complements existing housing support structures by offering an external, confidential space where individuals can seek guidance and counselling without limits on usage.

Who it supports

The service is available to tenants and their households, as well as frontline housing staff who can confidently signpost individuals in need to the support offered. Whether someone is dealing with stress, financial pressure, relationship difficulties or other welfare concerns, TSWS provides a professional point of contact that is both accessible and supportive.



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call **0808 164 3941** or email sales@lifeandprogress.co.uk

Core features

- **24/7 Freephone support:** confidential telephone access for tenants across the UK, any time of day or night.
- **Online support portal:** secure web-based access to resources and guidance.
- **Access to professional guidance:** information and practical advice on issues ranging from debt and budgeting to caregiving and mental health.
- **'Support-in-the-Moment' counselling:** immediate emotional support and clinical signposting where needed.
- **Specialist information services:** including financial guidance, wellbeing resources and referrals to external experts.
- **Integrated digital wellbeing tools,** including access to the MyMindPal mental-fitness app (optional)
- **Promotional and engagement materials:** bespoke content to help housing partners build awareness and encourage uptake.
- **Dedicated account management and reporting:** ongoing support for housing organisations, including annual utilisation feedback.



How it works

Tenants can access support immediately by calling the dedicated Freephone number, or via the secure online portal provided for their housing organisation. On first contact, trained professionals listen, assess immediate needs and either offer practical guidance directly or signpost to additional support options, including emotional support and specialist referrals.

Why it matters

Housing circumstances can be deeply intertwined with a person's wider life challenges. TSWS provides a **non-judgemental, confidential support channel** that reduces strain on frontline staff and gives tenants a reliable place to go when facing emotional, financial or practical stressors. By addressing issues early — from everyday worries to more complex concerns — the service helps individuals maintain wellbeing, manage challenges more effectively and stay connected to vital support.

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