



Eildon's Tenancy Support Service helps people to set up and manage their own homes, in ordinary properties, throughout the Scottish Borders.

Tenancy Support

Aims of the service

The Tenancy Support Service, which was established in 1993, aims to help tenants establish and maintain successful tenancies. Tenants decide, with a Tenancy Support Worker, what support they need to cope with the demands of managing their own home.

What facilities and services are available?

On average around 75 people, who live in ordinary housing throughout the Scottish Borders, are supported by the Tenancy Support Service at any time. Each individual has a dedicated Support Worker who can help with various issues including:

- Advice and help to set up home
- Budgeting and money management
- Information and advice on DWP Benefits, Housing Benefit and Council Tax
- Help to complete forms
- Advice on aids and adaptation to the home
- Assistance to report repairs
- Advice on maintaining the property
- Understanding the conditions and responsibilities of the tenancy agreement
- Help to arrange additional support if necessary



The service also offers people help to prepare for taking on a tenancy for the first time.

Tenants who receive this service have a written agreement, which is reviewed regularly and adapted to meet changes in circumstances or needs.

Who can apply?

The service is for people who need help to sustain a tenancy and who are willing to co-operate with the service. Anyone who is an Eildon tenant or who is applying for an Eildon tenancy, and feels the service may be of benefit, can apply. The service may also be provided for people who are not Eildon tenants in certain circumstances.

What is it likely to cost?

The service is funded by Scottish Borders Council who will carry out a financial assessment to identify if there is to be a charge for the support provided. For many tenants there will be no charge.

How to obtain more information

For more information contact any member of the Tenancy Support Team at our Selkirk Office.

Selkirk Office:

The Weaving Shed,
Ettrick Mill, Dunsdale Road
Selkirk, TD7 5EB
Tel 01750 725900
E-mail: careandsupport@eildon.org.uk



Eildon Care and Support

Eildon Housing Association Ltd
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Ettrick Mill
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