



***Restart***

***Rotherham***  
Tenancy Support Service

✉ [info@actionorg.uk](mailto:info@actionorg.uk)

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# Rotherham Restart

Restart Rotherham is a community-based support service, known as floating support, for residents in rented accommodation.

We provide housing-related support to help people build skills and confidence, enabling them to live independently and maintain their tenancy. Support is generally available for three to six months and varies depending on the needs of the individual. This can include:

- Assistance with budgeting and accessing services for money management.
- Support to create a comfortable home, including access to white goods and furniture.
- Help understanding welfare benefits, changes, and maximizing income.
- Learning new life skills such as cooking, cleaning, and basic home maintenance.
- Activities to boost confidence.
- Guidance on managing and reducing debt.
- Help dealing with letters and filling out forms to help access support.
- Information on re-housing options.
- Opportunities to make new friends and join community groups.
- Advice on dealing with anti-social behaviour and being a good neighbour.
- Access to a course delivered by Action to prepare for renting.
- Understanding your rights and responsibilities as a tenant.
- Referrals to access necessary aids and adaptations.

- Support to improve employability skills.
- Access to activities that promote wellbeing.
- Assistance with landlord communication to prevent eviction.
- Help booking and attending key appointments.

## Eligibility Criteria:

- Clients must be 18 or older and have a home within Rotherham borough boundary.
- Clients must have at least one issue affecting the ability to live independently, such as rent arrears, debt, or threat of eviction.
- Those also eligible could include people recently rehoused after homelessness, rehab, prison, or leaving supported housing.
- The service is voluntary, but participants must be willing to collaborate with Action and other agencies to develop and complete support plans.

## Referrals email address:

Referrals can be made by any organisation the person is working with, such as GPs, health services, mental health workers, landlords, social care or probation.

## For more details please contact:

**Phone:** 03000 230 730

**Email:** [floatingsupportreferrals@actionorg.uk](mailto:floatingsupportreferrals@actionorg.uk)

**Rotherham  
Metropolitan  
Borough Council** 

