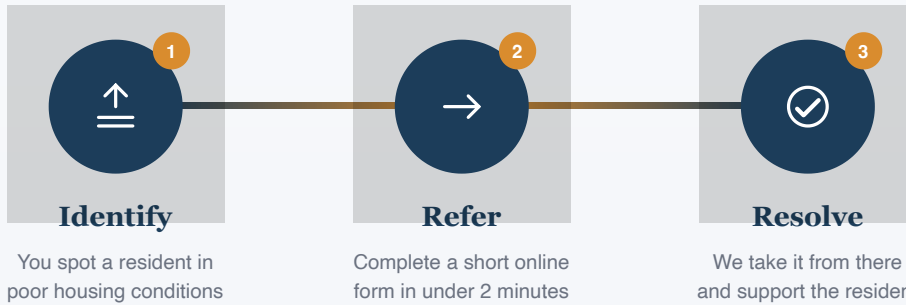




COMMUNITY PARTNER PACK

# Helping Residents in Unsafe Homes

Free, independent support for residents living in unsafe or unhealthy housing conditions. Regulated, confidential, and ready to help.



Damp, mould, leaks or structural damage



Repairs ignored by landlord or council



Health or wellbeing affected by conditions



Problems delayed for months or years

**500+**

Families Helped

**24hr**

Response Time

**100%**

Independent

*“One referral can transform a family’s living conditions. It takes under two minutes and we manage everything from there.”*

0800 030 4669 | [help@supportfortenants.co.uk](mailto:help@supportfortenants.co.uk) | [www.supportfortenants.co.uk](http://www.supportfortenants.co.uk)

Support for Tenants is a trading name of Cyntex Group Ltd, a CMC authorised by the FCA (No. 1020217). You may be able to claim directly through your landlord or the Housing Ombudsman. If you choose our services, we may refer your case to a solicitor, who may pay us a referral fee.

# Who We Are

Support for Tenants is a specialist housing disrepair service, independent and regulated. We have no ties to landlords, housing providers, or local authorities. We are here to support residents. Our team assesses each case on its own merits, explains the options in plain language, and supports residents until the matter is resolved.

## How We Work



### Fully Regulated

We operate within a strict regulatory framework. Safe, compliant, and fully accountable for every case we handle.



### Fully Independent

No ties to landlords, housing providers, councils, or any other service body. Our advice is always impartial.



### Easy to Access

Residents simply need to be referred and we take care of everything from there. There is no obligation to proceed at any stage, and we explain everything clearly before any decisions are made.



### Advice-Led

Every case is assessed on its own merits. Where appropriate, and with the resident's consent, we may connect residents with regulated professionals for further support.



### Confidential

All information handled in strict accordance with UK GDPR and data protection law. Dignity and privacy come first.



### 30+ Languages

We support residents in over 30 languages, ensuring no one is excluded from accessing help.

## Why Partner With Us?

We work alongside community professionals, healthcare teams, local authorities, and trusted advice organisations. Our service complements yours. You refer, we do the rest.

**Trusted by professionals across England & Wales**

# Our Mission

We exist to support residents whose housing conditions are damaging their health, safety, or quality of life, especially where problems have gone unresolved despite repeated reports to their landlord or housing provider.

## The Problem

Across England and Wales, thousands of residents are living with damp, mould, leaks, and faulty heating, often for months or years. These conditions damage physical health, worsen mental wellbeing, and place avoidable pressure on already stretched local services.

Too many residents feel ignored. Repairs are requested repeatedly, yet nothing changes. The longer these issues persist, the more entrenched they become, and the greater the toll on health and wellbeing.

## Our Response

Support for Tenants exists to bridge that gap. We are part of the wider support network available to residents, providing dedicated housing disrepair expertise that complements the advice and frontline services already in place.

We assess the situation, explain the resident's options clearly, and support them until the issue is resolved, with no impact on your organisation's time or resources.

**1 in 5**

UK homes fail to meet the Decent Homes Standard

**3.4m+**

Homes classed as 'non-decent' in England

**£1.4bn**

Estimated annual cost of poor housing to public services

*“Most residents don't know they have options. A two-minute referral from you gives them access to independent support that can make a real difference.”*

## What Happens When You Refer

**1**

### You Submit

A short online form, takes under 2 minutes

**2**

### We Review

Every referral reviewed within 24 hours

**3**

### We Support

The resident is contacted and support is offered

**4**

### You're Done

No follow-up needed, 100% independent

**Independent, regulated, and here to support your residents**

# Our Values

The five principles that underpin everything we do, from first contact to final resolution.

**1****Respect & Dignity**

Every resident is treated with fairness and empathy. We listen first, explain clearly, and never rush anyone into a decision.

**2****Clarity & Transparency**

Every step is explained in plain language. Residents always know what is happening, what comes next, and what their options are. No obligations, no pressure, no surprises.

**3****Independence & Integrity**

No ties to any landlord, housing association, council, or government body. Our advice is wholly impartial, based solely on the resident's circumstances and legal rights.

**4****Consistency & Reliability**

Every resident receives the same high standard of care. We respond within agreed timescales, follow through on every commitment, and keep both the resident and referring partner informed.

**5****Accessibility & Inclusion**

Available to residents across England and Wales, regardless of background, language, tenancy type, or landlord. We are committed to reaching everyone who needs help.

## Our Promise to Partners

These values are not aspirational. They are the standard we hold ourselves to every day, with every resident, every partner, and every professional who refers to us.

**24hr**

Referral response time

**30+**

Languages supported

**100%**

Independent and regulated

**You refer, we support the resident through to resolution.**

# Common Issues We Help With

If someone you work with is affected by any of the following, we can help.



**Damp and mould**



**Leaks and flooding**



**Faulty heating or electrics**



**Structural cracks or subsidence**



**Plumbing issues**



**Roofing and guttering problems**



**Pest infestations**



**Broken windows and doors**

*This list is not exhaustive. Every situation is assessed individually. If you are unsure whether we can help, get in touch and we will let you know.*

## The Impact of Unsafe Housing

Poor housing does not exist in isolation. It drives wider harm. Damp and mould aggravate asthma, allergies, and respiratory conditions. Cold homes contribute to cardiovascular illness. Persistent disrepair causes stress, anxiety, and sleep disruption. For vulnerable residents, including children, older adults, and those with existing health conditions, the effects are severe and compounding. As a community professional, you are often the first to see these problems. A single referral from you can be the turning point.

### Did You Know?

**50%**

Of damp-affected tenants report respiratory issues

**18+ mths**

Average time residents wait before seeking help

**1 in 3**

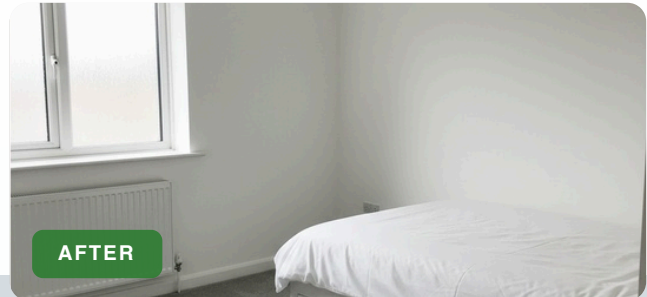
Private renters live in homes that fail safety standards

Sources: English Housing Survey 2023, BRE Trust, Shelter England

**Not sure if we can help? Get in touch — we assess every case individually.**

# What We Deliver

A typical case and the difference a single referral can make.



## What a Typical Resolution Looks Like

Residents often endure damp and mould for months or years while their landlord fails to act. Once referred, our team assesses the property, instructs an independent surveyor, and where appropriate, connects the resident with specialist housing solicitors. Typical outcomes include full repairs, mould removal, and where appropriate, compensation for the impact on health and living standards.

**18+**

Months living in unsafe conditions

**10 Weeks**

From referral to repairs completed

**24hr**

Response time after referral received

## Your referral makes this possible

Your referral gives a resident access to independent, expert housing disrepair support they may not have known existed. It takes just a moment and could transform their living conditions for good.

## How We Support Residents

- 1 Independent property assessment
- 2 Independent surveyor instruction
- 3 Connection with housing solicitors where needed
- 4 Support through to repairs and resolution

**One referral can change a resident's living conditions for good**

# Referrals & Safeguarding

## How the Referral Works

1

### Referral Submitted

A short referral is submitted online

2

### We Make Contact

We contact the resident directly

3

### Situation Reviewed

The housing situation is assessed

4

### Support Provided

Support offered where appropriate

*No ongoing involvement is required from the referrer after the referral is made.*

## Safeguarding & Standards

We aim to support residents respectfully, with safeguarding, dignity, and fairness at the centre of our approach. All staff are trained in safeguarding awareness and follow robust protocols. Where concerns arise, we escalate promptly and appropriately. We comply fully with UK GDPR and data protection legislation. Support for Tenants provides housing-related guidance and support. We do not replace landlords, councils, emergency services, or other statutory bodies. Where appropriate, and with the resident's consent, we may introduce or signpost regulated professionals or specialist support.

## Languages We Support

We provide support in a wide range of languages, including but not limited to:

English • Welsh • Polish • Urdu • Punjabi • Bengali • Gujarati • Hindi • Arabic • Somali • Romanian  
 Portuguese • Spanish • French • Turkish • Farsi • Kurdish • Tamil • Mandarin • Cantonese • Tigrinya  
 Amharic • Swahili • Pashto • Lithuanian • Latvian • Bulgarian • Slovak • Czech • Italian

## Who Can Refer?

Professionals and organisations who work with residents may refer anyone whose housing conditions may be affecting their wellbeing, including those working in:

Healthcare • Housing • Social care • Advice services • Local government • Community & voluntary sector

*Referrals must always be made with the resident's knowledge and consent.*

**Refer online - it takes under 2 minutes - [supportfortenants.co.uk/refer-someone](https://supportfortenants.co.uk/refer-someone)**

# Get in Touch

Whether you work in healthcare, housing, advice, or community support, we are here to help.



## FREEPHONE

**0800 030 4669**

Mon – Fri 8:30am – 7:30pm | Sat – Sun 9:30am – 4:30pm



## EMAIL

**help@supportfortenants.co.uk**

We respond within 24 hours



## WEBSITE

**www.supportfortenants.co.uk**

Refer online in under 2 minutes



## OFFICE

**124 City Rd, London EC1V 2NX**

By appointment only

## FOLLOW US

 /supportfortenants

 @supportfortenants

 @supportfortenants\_

## OPENING HOURS

**Mon – Fri: 8:30am – 7:30pm**

**Sat – Sun: 9:30am – 4:30pm**

*Emergency safeguarding referrals accepted outside hours*

**Refer a Resident Online - [supportfortenants.co.uk/refer-someone](https://www.supportfortenants.co.uk/refer-someone)**