

Life & Progress

Tenant Support & Wellbeing Service

24/7 Confidential Telephone and Online Support Service



Life can be full of challenges, whether large or small, personal or work related, and the sooner they are overcome the sooner we're able to focus on leading a happier and healthier life.

The Tenant Support & Wellbeing Service is available no matter when or where, anytime, any day, support is just a telephone call away - or find support online. There is no limit to the number of calls you can make, and there is no cost to use the service.

Support in the moment

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 focused on life and work.

Accessing the service

The service can be accessed at any time on the Freephone number below. Upon speaking to one of our highly-trained TSWS professionals, you will be supported and they will help you determine the best course of action to resolve your issue.

Counselling and Advice

Providing you with practical information, professional advice, and guidance on a wide range of personal, family, work, health, and everyday challenges.

You also have access to Support in the Moment Telephone Counselling and online support.

Freephone: 0330 094 8845

Website: www.tenantcare.co.uk

Username: progressgroup

Password: tenant

Mental Fitness App

MyMindPal will help you handle life's daily challenges, as well as providing you a safe place to go when things are on top of you.

If you are using an Android device, open the "Play Store" app, install and then open it, then simply click the "Get Started" button.

Your App access code is PHG22LP

This will be required when registering.



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 in the moment, legal, financial, childcare and consumer experts.



Tackling stress & anxiety



Everyday living



Health & wellbeing advice



Around-the-clock support



Freephone
0330 094 8845

Support is also available at
www.tenantcare.co.uk

Username: progressgroup Password: tenant





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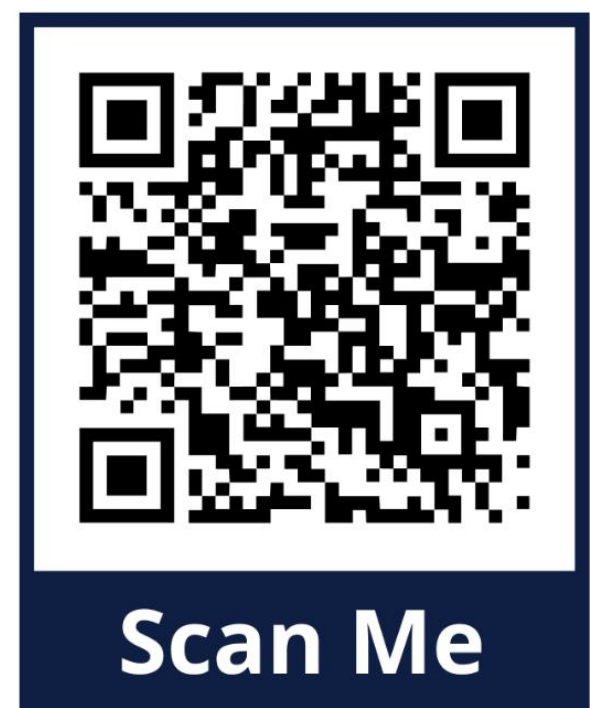


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HOW IT WORKS

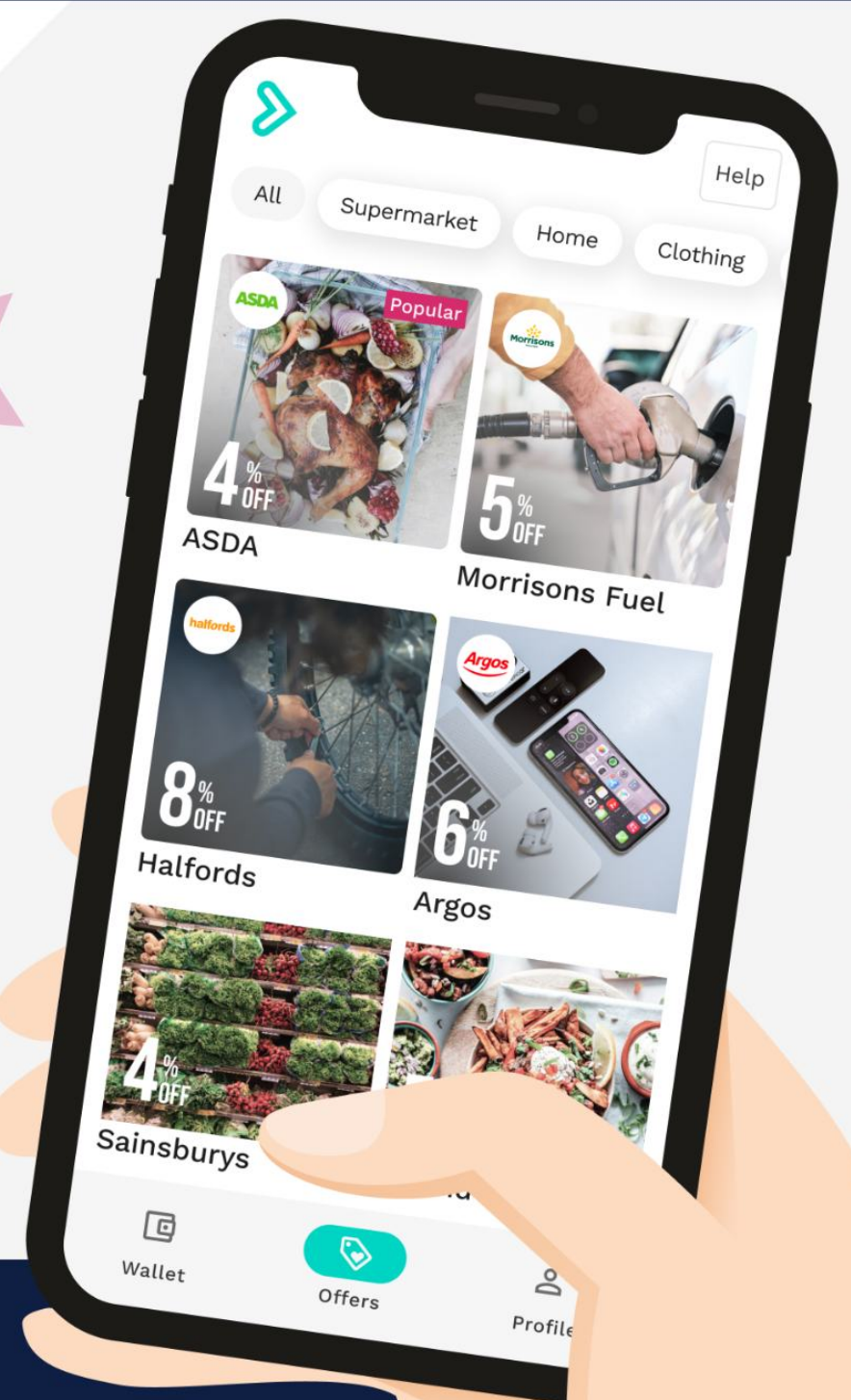


- 1** Download the app for free to your device available from  **Download on the App Store**  **GET IT ON Google Play**
- 2** Buy a voucher with up to 20% discount
- 3** Voucher appears in app within seconds ready for you to use



HOW TO SIGN UP

-  When you download the app, select **Progress Housing Group**
-  Your account will be registered to your Progress Housing Group address, so keep your tenancy reference handy.



Your tenancy reference can be found on your annual rent review letter.