

Tenant Support & Wellbeing Service

We would like to remind our tenants that the Tenant Support & Wellbeing Service (TSWS) is available to you at all times. It is a free, independent service which gives you 24/7 access to confidential telephone counselling, advice and support. They have established additional assistance specifically to manage the response to the impact of Covid-19.

Therefore should you require emotional support regarding concerns for loved ones who may be based overseas in specified risk areas, if you are anxious about travelling, or not able to travel as planned e.g. to visit loved ones or to attend special occasions overseas, BACP accredited Counsellors are available 24/7 to provide you with support in the moment.

Alternatively, Information Specialists are able to provide advice for practical issues relating to Coronavirus; for example if you are due to travel to specified risk areas and are concerned about cancelling your trip, or if you require practical advice about work or taking your children to and from school or caring for elderly or vulnerable relatives the Information Specialists are able to signpost you to the government guidelines which are regularly updated - Information Specialists are available to provide practical advice 8am-8pm Monday-Friday.

FREEPHONE: 0330 094 5593

Visit our secure website at **www.tsws-access.co.uk**

Log in with your username and password:

Username: greenoakha Password: tenant

There is no limit to the number of times you can use the service.

COVID-19 (Coronavirus)

Experiencing Symptoms?

If you feel you are experiencing any medical symptoms linked to Coronavirus such as a fever, cough or shortness of breath our advice is to contact 111 immediately. The NHS guidelines advise that you **“DO NOT** go to a GP surgery or the hospital, but rather call 111, stay indoors and avoid close contact with other people.”

There are things you can do to help you avoid getting Coronavirus, and also things you can do to stop the virus spreading if you think you have it.

Please be mindful of the 5 preventative steps issued by the NHS to avoid catching or spreading germs:

Do...

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away
- Wash your hands with soap and water often - use sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell

Don't...

- Do not touch your eyes, nose or mouth if your hands are not clean.

