



### **Key Project**

The project is a housing support service for tenants of Castlehill. The main aim is to help tenants sustain their tenancy, which could include help with budgeting, contacting utility suppliers and helping to increase self-esteem/confidence to be able to cope with matters as they arise.

We asked the staff what was a typical day like in the Key Project, they replied by saying...

“What is that? In the Key Project housing support service, you can have a plan for the day, a full diary and then, just one phone call from a tenant in crisis and the whole day has to change. What constitutes a crisis can vary greatly...at one end of the scale you might be informed that neighbours are concerned that they haven’t seen a tenant for several days. A visit at this point can be a genuine life saver and may involve contacting emergency services and following up by securing the property and hospital visits. Very often the tenants with whom the Key Project has contact have no relatives, are socially isolated and may not have a phone. Whereas at the other end of the scale no television reception can be equally distressing when someone relies on this for their only source of company”.

#### **What are the best aspects of the job?**

“Making a real difference to a person’s income, for instance a successful community care grant application or accessing trust funds. Knowing that tenants trust you to do the best job you can for them. Helping tenants to gain control, so that they are managing their tenancy independently”.

#### **And the worst?**

“When the support fails and the tenants start hiding and problems escalate. Rock bottom is when a tenant either abandons or is evicted from a property. Then, there are the freaky Fridays when things go belly up just when you are leaving for the weekend!!

**If you would like to talk to the Key Project please contact them directly on Tel 01224 628105 or your Housing Officer for further information.**