

Tenant Welfare & Support Guide

Your wellbeing matters

University and independent living can sometimes be challenging. If you are struggling with your mental health, finances, relationships, studies or accommodation, **please don't feel that you have to deal with it alone.**

There are a number of services available to help.



EMERGENCY

999 – Emergency Services

Call **999** if you or someone else is in immediate danger, seriously injured, or at immediate risk of serious harm.

NHS 111

Call **111** for urgent physical or mental health advice.



MENTAL HEALTH & EMOTIONAL SUPPORT

Samaritans

If you need someone to talk to, the Samaritans are available 24 hours a day.



116 123 – FREE & CONFIDENTIAL

You don't need to be experiencing a crisis to contact them.

Teesside University – Student Life

Support with:

- Mental health & wellbeing
- Counselling
- Personal difficulties
- Financial concerns
- Disability support
- Academic and student welfare issues

 **01642 342277**

 studentlife@tees.ac.uk

Teesside University Counselling

 counselling@tees.ac.uk



STUDENTS' UNION

Teesside Students' Union

The Students' Union provides independent advice and support regarding:

- University issues
- Academic concerns
- Complaints
- Extenuating circumstances
- Accommodation
- Financial difficulties
- Student rights

 **01642 342247**



MONEY & FINANCIAL SUPPORT

If you are struggling with money, rent, debt or budgeting, help is available.

Citizens Advice

Advice on money, debt, housing, benefits and other problems.

 **0808 278 7983**

Teesside University Student Life

 **01642 342277**



HOUSING & ACCOMMODATION

If you are experiencing problems with your accommodation, another resident or your living environment, please speak to the **St James Studios management team**.

We can listen to your concerns and, where appropriate, help you access further support.

For homelessness or housing emergencies:

Middlesbrough Council:

☎ **01642 726555**

Out of hours:

☎ **01642 726800**



DOMESTIC ABUSE & RELATIONSHIP PROBLEMS

If you are experiencing physical, emotional, sexual or financial abuse, or controlling or coercive behaviour, **support is available**.

National Domestic Abuse Helpline

☎ **0808 2000 247**

24 hours • Free • Confidential

My Sister's Place – Middlesbrough

☎ **01642 241864**

If you are in immediate danger, **call 999**.



ALCOHOL & DRUG SUPPORT

If you are concerned about your own or somebody else's alcohol or drug use, help is available.

For urgent medical assistance:

NHS – 111

For an emergency: **999**

IF YOU ARE WORRIED ABOUT A FRIEND

If someone you know appears withdrawn, distressed, overwhelmed or is talking about self-harm or suicide, **take your concerns seriously.**

You can:

- Talk to them and ask if they are okay
- Encourage them to contact Student Life
- Contact the Samaritans on **116 123**
- Contact **NHS 111** for urgent mental health support
- Call **999** if they are in immediate danger

You can also speak to the **St James Studios management team** if you are concerned about a resident.

KEY CONTACTS

Service	Contact
 Emergency Services	999
 NHS	111
 Samaritans	116 123
 Teesside University Student Life	01642 342277
 Student Life Email	studentlife@tees.ac.uk
 Students' Union	01642 342247
 Citizens Advice	0808 278 7983
 Domestic Abuse Helpline	0808 2000 247
 Middlesbrough Housing	01642 726555

REMEMBER

You don't have to deal with things alone.

We're here to help you find the right support.

This guide provides general signposting information and is not a substitute for professional medical, legal or financial advice. In an emergency, always call 999.