

Tenant Support & Wellbeing Service

Confidential information and counselling



Life & Progress

Your Tenant Support & Wellbeing Service from **Life & Progress** is here to help you. The service provides practical information, resources, and counselling to help you balance your work, family and personal life.

Available no matter when or where, anytime, any day, support is just a telephone call away. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.



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.

 **Support and advice when you need it 24 hours a day, 365 days a year**



The two main features included within your Tenant Support & Wellbeing Service are:

Counselling and Advice

Providing you with practical information, advice and guidance on a wide range of personal, family, work and everyday living issues.

You also have access to Support in the Moment telephone counselling, and online support.

TSWS Freephone: 0330 094 8845
TSWS Website: www.tsws-assist.co.uk
Username: progressgroup
Password: tenant

MyMindPal App

MyMindPal, your mental fitness app, 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 and search for "mymindpal".

If you are using an iPhone, go to the "App Store" and search for "mymindpal".

Once you have found the MMP 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 right help at the right time



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, legal, financial, childcare and consumer experts.



Counselling and Advice



Mental-Fitness App



Online Support



Around-the-clock support



Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone number.

Upon speaking to a trained service representative, you will be supported and they will help you determine the best course of action to resolve your issue.

You may benefit from simply talking with the service representative, or you may wish to receive more specialist support or counselling.

Whatever your situation the service will help – and if appropriate, put you in touch with an expert who will assist you with the issues you are facing.

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