



PRIVATE SECTOR LANDLORDS AND AGENTS

A guide for mental health
information and support

Important points to remember

1. Join a membership body for landlords and property agents (e.g. the NRLA or Propertymark) for mutual support and advice. Speaking with others who are in a similar situation can relieve stress and reveal solutions.
2. Recognise the signs that your mental health may need attention - are any negative feelings or behaviours affecting your life? Seek help or advice as soon as possible.
3. Don't try to solve a tenant's mental health problems yourself. Be aware of their needs, ask what you can do to help, report and support. But always look after your own wellbeing, too.
4. Do not disregard services such as Shelter and Citizen's Advice. If you contact them with a concern for a tenant, and you explain that you are trying to help the tenant remain in the property, they will help you both.
5. Contact your local council's Homelessness Prevention Team if you think a tenant is struggling to maintain a tenancy. There is a lot of support they can offer - to both you and the tenant - and it will be more effective if it is applied early.

Contacts

National Residential Landlord's Association (NRLA)

Gill Owens, South Wales representative:

gillian.owens@nrla.org.uk

Members' adviceline available for those who join.

Propertymark

Tim Thomas, Policy & Campaigns Officer

timthomas@propertymark.co.uk

Members' adviceline and email available for those who join.

Local Council Housing Teams

Write 'homelessness prevention' then the name of your local council in the search bar. It will be the first result. There may be an online form in addition to a phone number.

Newport: 01633 656656

Torfaen: 01495 766949

Blaenau Gwent: 01495 354681

Caerphilly: 01443 864548

Monmouthshire: 01633 740730

Citizen's Advice

0800 702 2020

www.citizensadvice.org.uk/wales

Enter your post code into the search bar to get contact details for your nearest Citizen's Advice.

Shelter Cymru

www.sheltercymru.org.uk/get-help

08000 495 495

Protect your own mental wellbeing

GP / Your Doctor

Always visit your GP if you are concerned about your own mental health. There are many ways in which they can help, with a range of services, treatments and therapies available (not just medication). Speaking with your GP is always confidential and you do not need to tell anyone if you choose to access treatment.

Mind Cymru

www.mind.org.uk

0300 123 3393

There is a local Mind in every area of Wales. Each offers access to counselling, urgent support, information and guidance on all areas of mental health.

CCAWS (Community Care & Wellbeing Service)

ccaaws.org.uk/contact

02920 345 294

Counselling, psychoeducation, advocacy and other free services in your local area, for support with any mental health need.

If you're feeling really low and need to talk, you can call the Samaritans for free on 116 123 or C.A.L.L. mental health helpline for Wales (text or phone) 0800 448 0828. If you are in immediate danger, call 999



LANDLORDIAID AC ASiantau'r Sector Preifat

Canllaw gwybodaeth a
chefnogaeth iechyd meddwl

Pwyntiau pwysig i'w cofio

1. Ymunwch â grŵp landlordiaid lleol (e.e. gyda'r NRLA) i gael rhannu cefnogaeth a chynghor. Gall siarad gydag eraill sydd mewn sefyllfa debyg leihau straen a datgelu atebion.
2. Cofiwch adnabod yr arwyddion y gallai fod angen sylw ar eich iechyd meddwl – oes yna deimladau neu ymddygiadau negyddol yn effeithio ar eich bywyd? Chwiliwch am help neu gynghor cyn gynted ag y gallwch.
3. Peidiwch â cheisio datrys problemau iechyd meddwl tenant eich hunan. Byddwch yn ymwybodol o'u hanghenion, gofynnwch beth allwch chi ei wneud i helpu, rhwch wybod fel y bo angen, a chefnogwch. Ond edrychwch ar ôl eich llesiant eich hun bob amser, hefyd.
4. Peidiwch â diystyru gwasanaethau fel Shelter a Chynghor ar Bopeth. Os cysylltwch â nhw gyda phryder am denant, a'ch bod yn egluro eich bod yn ceisio helpu tenant aros yn yr eiddo, yna fe wnân nhw eich helpu ill dau.
5. Cysylltwch â Thîm Atal Digartrefedd eich cynghor lleol os ydych chi'n meddwl fod tenant yn cael trafferth cynnal tenantiaeth. Mae yna lawer o gefnogaeth y gallant ei gynnig – i chi a'r tenant ill dau – a bydd yn fwy effeithiol os caiff ei fanteisio arno'n gynnar.

Cysylltiadau tai defnyddiol

National Residential Landlords' Association
(NRLA)

Gill Owens, Cynrychiolydd De Cymru:
gillian.owens@nrla.org.uk

Llinell gymorth aelodau ar gael i'r rhai sy'n ymuno.

Eich Cynghor Lleol

Ysgrifennwch 'atal digartrefedd' yna enw eich
cynghor lleol yn y bar chwilio. Hwn fydd y
canlyniad cyntaf. Efallai y bydd ffurflen ar-lein
yn ogystal â rhif ffôn.

Casnewydd: 01633 656656

Torfaen: 01495 766949

Blaenau Gwent: 01495 354681

Caerffili: 01443 864548

Sir Fynwy: 01633 740730

Cynghor ar Bopeth

0800 702 2020

<https://www.citizensadvice.org.uk/cymraeg>

Rhowch eich cod post yn y bar chwilio i gael
manylion cysylltu eich Cynghor ar Bopeth
agosaf.

Shelter

www.sheltercymru.org.uk/get-help
08000 495 495

Am gefnogaeth gyda'ch iechyd meddwl

Eich Meddyg Teulu

Dylech bob amser fynd i weld eich meddyg teulu os ydych chi'n bryderus am eich iechyd meddwl eich hunan. Mae llawer o ffyrdd y gallant helpu, gydag amrywiaeth o wasanaethau, triniaethau a therapïau ar gael (nid meddyginiaeth yn unig). Mae siarad gyda'ch meddyg teulu bob amser yn gyfrinachol a does dim rhaid ichi ddweud wrth unrhyw un os byddwch yn dewis cael triniaeth.

Mind Cymru

www.mind.org.uk

0300 123 3393

Mae yna Mind lleol ym mhob ardal yng Nghymru. Mae pob un yn cynnig mynediad at gwnsela, cefnogaeth ar frys, gwybodaeth ac arweiniad ar bob agwedd ar iechyd meddwl.

CCAWS (Community Care & Wellbeing Service)

ccaws.org.uk/contact

02920 345 294

Cwnsela, seico-addysgu, eiriolaeth a gwasanaethau am ddim eraill yn eich ardal leol, am gefnogaeth gydag unrhyw angen iechyd meddwl.

Os ydych chi'n teimlo'n isel iawn ac
angen siarad, gallwch ffonio'r
Samariaid am ddim ar 116 123 neu'r
llinell gymorth iechyd meddwl ar
gyfer Cymru, C.A.L.L. (neges testun
neu ffôn) ar 0800 448 0828.
Os ydych mewn perygl enbyd,
ffoniwch 999