



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' advice line available for those who join.

Propertymark

Tim Thomas, Policy & Campaigns Officer

timthomas@propertymark.co.uk

Members' advice line 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

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