



DUCHY *of* CORNWALL

04 September 2023

Dear All

Duchy of Cornwall – Tenant Wellbeing and Support Service

We recognise that we are living in challenging times. Our mental wellbeing has become more important than ever before.

I am therefore pleased to enclose details of our Tenant Wellbeing and Support Service. This is a free service that the Duchy are making available to all our residential, farm and small business customers.

The service is being provided by Life and Progress, and offers a range of help and support available 24/7 via telephone, online and there is even an app.

It is free and totally confidential. Life and Progress will not divulge any personal details to the Duchy of Cornwall.

I do hope that this service will be of use to you.

Yours

Matthew Morris FRICS FAAV

Rural Director

Tenant Support & Wellbeing Service

Confidential information and counselling



DUCHY of CORNWALL



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.

Your **Tenant Support & Wellbeing Service** from Life & Progress is here to help you. A free and confidential service providing 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 focussed on life and work.

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 5593

TSWS Website:
www.tenantcare.co.uk

Username: duchy247
Password: tenant365

MyMindPal App

MyMindPal, our mental fitness app, will help you handle life's daily challenges, as well as providing a safe place to go when things are on top of you.

MyMindPal is a user-friendly app, designed to help reduce stress and improve your emotional wellbeing.

To log in, use your code:
DOC23LPMP



Counselling and Advice



Mental-Fitness App



Online Support



Around-the-clock support



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.

Tenant Freephone:
0330 094 5593

www.tenantcare.co.uk



SCAN ME

Service provided on behalf of the Duchy of Cornwall by **Life & Progress**