



## Bristol Homes for Ukraine Move-on Guide November 2022

### When host/guest arrangements change: what happens next?

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## Introduction

### When host/guest arrangements change: what happens next?

Many of you will be coming up to the 6-month mark at your current accommodation and may feel concerned about what comes next and what you need to do.

This is a simple guide to take you through the next steps. The guide has 6 parts:

1. Knowing how long your present arrangements will last for
2. Finding an alternative host (known as rematching)
3. Consider renting a room in a house as a lodger
4. Identifying a Homes for Ukraine tenancy (if rematching is not suitable or not possible)
5. Temporary accommodation whilst a rematch or HfU tenancy is identified
6. Supporting you to gain a tenancy in the Private Rented Sector

You need to contact with the council to tell us whether you will be staying with your host or leaving after 6 months. You can email [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk) or text 07884 735 984. Do not wait for the council to contact you.

When you tell the Homes for Ukraine (HfU) team that your arrangements need to change and you will need accommodation (part 1), the HfU team will prioritise parts 2 – 6. This step-by-step guide provides advice and information about each part.

### Summary

- The Homes for Ukraine (HfU) scheme is funded for 12 months from when you arrived in the UK. The government asks hosts to commit to opening their homes to Ukrainian guests for at least 6 months. Communication with your hosts is important to understanding how long your arrangements will last.
- If your arrangements need to change after the 6 months, the Bristol City Council Homes for Ukraine team will prioritise finding another host for you for the remainder of the 12 months - known as a 'rematch'.
- If finding accommodation with another host is not appropriate for your personal circumstances or not possible within the time available, the HfU team will attempt to match you with a HfU Tenancy. There are more people needing alternative accommodation than HfU tenancies available and so this should not be relied upon. We will prioritise families with children, those in the similar area as the tenancy, and those needing to move soonest.
- If we cannot identify a rematch or a HfU tenancy in the time available, the HfU team will find temporary accommodation for you. You will stay there until we can find one of the other options in the list above which is suitable for you.
- If you find a property in the Private Rented Sector that you feel is affordable, the HfU team will support you in obtaining the tenancy by paying the first month's rent in advance and providing the deposit, as well as providing a thank-you payment to the landlord.

## 1. Knowing how long your present arrangements will last for

If you are safe and settled in your current accommodation, extending this for another 6 months (at least) is the best and easiest choice.

### **What you need to do**

#### **Ask your host what their plans are**

This might be a difficult topic to discuss. You could give your host some advance warning that you'd like to talk about it and arrange a time to speak. Don't be shy about doing this - your host will probably welcome it.

#### **Suggest to your host that Refugee Welcome Homes is contacted to help you both talk about arrangements and plans after 6 months.**

[Refugee Welcome Homes](#) can help you conduct a conversation with your host if you would like help. Contact: [support@refugeewelcomehomes.net](mailto:support@refugeewelcomehomes.net) and phone 07394 484 799.

#### **Tell the Council's Homes for Ukraine team**

It's important you tell the HFU team as soon as possible whether you and your host have agreed to keep the arrangements in place, or not. If the arrangements need to change your host should also inform the HFU team with as much notice as possible (preferably at least 2 months beforehand).

Contact: [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk) and text 07884 735 984

If arrangements continue after 6 months your host will continue to receive their monthly thank-you payment.

If you are both happy for arrangements to continue after 12 months, at this point the thank-you payments would stop, but there is an option for you to pay rent as a lodger, and Refugee Welcome Homes will be able to support your host make the arrangements.

The Homes for Ukraine team would support you make a Universal Credit claim to help with the rent if you needed to.

## 2. Finding an alternative host (known as rematch)

Once you have told the HfU team that your current hosting arrangement needs to end, you will be prioritised for a match with another host dependent on the time remaining and your personal circumstances.

A suitable rematch will be found by a member of the HfU team or [LoveBristol](#).

If you find an alternative host yourself through your own networks, you should inform the HfU team before you move so that you remain within the HfU scheme, and you and your new host receive the right support.

### **What you need to do**

#### **Keep communication open with your host and share what you are told**

You will be contacted by a member of HfU team or by [LoveBristol](#). They will be your point of contact and will regularly update you with progress. It's important that the alternative match is considered appropriate and suitable for you and so the process may take longer than you'd like – being open with your host and sharing information will help reduce any anxiety you feel. Also, as before, [Refugee Welcome Homes](#) can help you conduct a conversation with your host if you would like help.

Contact: [support@refugeewelcomehomes.net](mailto:support@refugeewelcomehomes.net) and phone 07394 484799.

#### **Ask questions and be open with your potential alternative host when you meet them**

When a suitable rematch is identified you will have the opportunity to have contact with your potential alternative host. This will either be in person or by phone or WhatsApp. It will help make the new arrangements comfortable for you and the host if you both ask questions and are open about expectations before you move in. Everyone is different and so it's important to be clear how you feel about, for example, eating together or how sociable or private you are. And sometimes we need to compromise about things such as when shared areas of the house, like the bathroom or kitchen, can be used.

#### **Ensure you make all the practical arrangements you need**

If you are found a rematch outside the area you presently live in, you may need to find out if you need to change anything, such as your doctor and the school your children attend. If you have queries about school places, see [Appendix 1: Schools](#). A member the HfU team will visit you when you move, and offer guidance and support. You can also ask for help from the HfU Contact: [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk) and text 07884 735 984

### 3. Consider renting a room in a house as a lodger

This is known as a lodging agreement. This is similar to being a guest as you share parts of the accommodation with the person who owns or rents the property, but you enter into an agreement with them to pay for your room. You can claim benefits to help pay the rent.

Lodging arrangements are usually only appropriate for single people or couples without children, but there are some exceptions.

#### **What you need to do**

##### **Express an interest in becoming a lodger**

When you are contacted by a member of HfU team or by [LoveBristol](#) to start the process of looking for alternative hosts, tell us you are interested in becoming a lodger.

Refugee Welcome Homes are identifying suitable accommodation across Bristol where lodging arrangements could be set up. You can contact Refugee Welcome Homes direct to see if there is a lodging arrangement available for you.

Contact: [support@refugeewelcomehomes.net](mailto:support@refugeewelcomehomes.net) and phone 07394 484799.

[Refugee Welcome Homes - The Ukraine Scheme](#), click 'Refugee Lodging Scheme' and 'Find out more about Refugee/Ukraine Lodging Scheme'.

##### **Find a room to rent in a shared house yourself**

You can also check websites, such as:

[Zoopla](#), [Gumtree](#), [Rightmove](#), [Primelocation](#), and [Spareroom](#)

#### **4. Identifying a Homes for Ukraine tenancy (if rematching is not suitable or not possible)**

The HFU team is currently asking landlords and second homeowners to join the Homes for Ukraine tenancy scheme to help increase the number of homes we have available if rematching is not suitable or possible.

When the HfU team is told your arrangements need to change, we also look to see if there is a Homes for Ukraine tenancy you can be paired with (in case a rematch is not suitable or possible).

##### **What you need to do**

###### **Do not rely on a Homes for Ukraine tenancy**

There are more people who need accommodation than Homes for Ukraine tenancies, and so you should not rely on being with one. Refusal of a rematch will not mean prioritise you for a Homes for Ukraine tenancy.

###### **If a rematch is not suitable tell us the reason**

If you feel an alternative host is not suitable for you and your family, please tell us as soon as possible.

Reasons would be based on your personal circumstances and need, not preference. That is, if you have health reasons why sharing accommodation is no longer appropriate, or you have employment or childcare arrangements in an area where a rematch is not possible, then we would take this, and other reasons, into consideration when matching Homes for Ukraine tenancies.

###### **If you receive an offer of a Homes for Ukraine tenancy**

The HfU team carry out regular Tenancy Matching Reviews for Homes for Ukraine tenancies.

Families with children are prioritised for self-contained flats and houses; and single people under 35 are prioritised for rooms in Houses in Multiple Occupation.

To make the process fair we use the following criteria: (i) Suitability of accommodation (number of rooms); (ii) Distance of present home to the new property; (iii) Time left in present accommodation. We then take personal circumstances and protected characteristics into account before we make a final offer

###### **If you refuse an offer of a Homes for Ukraine tenancy**

An offer for a Homes for Ukraine tenancy is based on an assessment whether the property is suitable for you, and so you will not receive another offer unless there are exceptional circumstances why you refuse. We would then either try to find a suitable rematch or support you into a tenancy in the Private Rented Sector.

## 5. Temporary accommodation whilst alternative accommodation is identified

If a suitable rematch or a HfU tenancy is not identified by the time you need to leave your present accommodation, and your host is unable to temporarily extend the hosting period, we will identify alternative temporary accommodation for you. You will not be expected to pay for this accommodation. Our priority is to prevent anyone on the Homes for Ukraine scheme becoming street homeless.

Temporary accommodation can be a registered host who has available space for a temporary period, a self-contained flat or house, or, as the final option, hotel accommodation.

### What you need to do

#### Try to be flexible regarding the area you need to move to

Alternative hosts and Homes for Ukraine tenancies within the same area you presently live in are prioritised, but in many situations a suitable rematch or a HU tenancy may be identified in another part of the city. We ask you to be flexible if you are matched in a different area. If you refuse a rematch, or none have been identified, we will support you into temporary accommodation until suitable accommodation is found.

#### Consider alternatives

If finding a rematch is proving challenging, you will be told we will need to consider temporary accommodation until we identify suitable accommodation.

If you are without children, you should consider looking for a room in a shared house. You can find available rooms online, for example on [Gumtree](#) and [Spareroom](#)

You can also consider lodging agreements (see Part 3) and renting a property in the private Rented Sector (see Part 6).

#### Presenting as Homeless

If you have refused matches and/or cannot find alternatives, you will be supported in presenting as homeless at the council offices at 100 Temple Street, Bristol, BS1 6AG. You can call 0117 352 6800 or email [HomelessnessAdvice@bristol.gov.uk](mailto:HomelessnessAdvice@bristol.gov.uk)

You will be assessed and allocated accommodation. This may be emergency accommodation in a hostel or a flat and could be anywhere in city or outside Bristol.

## 6. Supporting you to obtain a tenancy in the Private Rented Sector

The Private Rented Sector is made up of properties in Bristol which you can rent at the open market rate from private landlords. This option may suit some of you, dependent on your personal circumstances. It provides you with a choice if you prefer your own house and/or rematching with another host is not suitable and available.

To help you obtain a tenancy in the Private Rented Sector the HfU team will pay for the first month's rent and deposit (as long as they are reasonable) and give you 'Starter Pack' payment to help you with setting up your home.

### What you need to do

#### Look online to see what is available and whether you can afford it

Properties to rent are found at: [Zoopla](#), [Gumtree](#), [Rightmove](#), [Primelocation](#), and [Spareroom](#)

The rental market in Bristol is challenging. Rents are higher than the amount you receive in benefits. It's important you think about how you will afford the rent before you sign a tenancy agreement.

You will need proof of your income, and to be earning enough to afford the rent. You can get help finding employment or getting a better paid job by contacting our dedicated employment support for Ukrainians in Bristol <https://onefrontdoor.org.uk> - tick 'I am referring myself' under the heading SPEAK TO A CAREER COACH, and tick to confirm you are Ukrainian.

There is a package of financial support available from the Homes for Ukraine Scheme and financial support from Universal Credit which assists with housing costs.

The Homes for Ukraine Scheme will pay for the first months rent and provide the deposit. You will also receive a £2,000 Starter Pack grant payment (£1,000 if no children in the household). This money can be used to purchase items for your home, or you could use it towards the rent.

Universal Credit will help towards housing costs, and you might receive money from other benefits such as Child Benefit. Use the [Turn2Us benefits calculator](#) to work out how much you would receive. Considering the money received from Homes for Ukraine, how much you will receive in benefits, and any other income you have, will help you decide if the rent is affordable.

#### Contact the landlord or Agent and arrange a viewing

If you book a viewing, it's probably best to ask for help from your host, a friend who has rented in Bristol, or a volunteer at a Welcome Hub to make sure you've got the right proof of income and have understood the process correctly.

Viewings come up very quickly and so try to be flexible to attend them if you can.

Provide the 'Landlord Information' form to the landlord or agent, which explains the HfU offer (see [Appendix 2: Landlord Information form](#)). You can also ask the HfU team to speak with the landlord to explain the offer. Text 078884 735984 or email [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk)



### **Obtaining the tenancy**

If you are offered a tenancy, contact the HfU team straight away and provide details of the property and the landlord. Ask the landlord or agent to send the completed 'landlord information' form to [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk). You should also send the HfU team a completed 'Tenant Information' form (see [Appendix 3: Tenant Information form](#)).

Payment of the first month's rent and deposit, and your Starter Pack, will be made when the HfU team has seen a copy of a signed tenancy agreement. You can sign the agreement before the tenancy start date.

## **Appendix 1: Schools**

Following a house move, your child may be able to travel to and continue attending their current school.

Or you may choose to transfer your child to a closer school

### **Primary children (4 – 11 years)**

- Suggested maximum walk to school distance: 4 - 8 years: **2 miles**; 8-11 years: **3 miles**
- Suggested maximum travel time: **45 minutes each journey**

### **Secondary children (11-16 years)**

- Suggested maximum walk to school distance: **3 miles**
- Suggested maximum travel time: **75 minutes each journey**

If your new home is further than the suggested maximum walk to school distance, you may be eligible for free '**Home to school travel and transport**' support (for example, a bus pass).

You can apply using this link: [Home-to-school travel and transport](#)

## Appendix 2: Landlord Information form

Request this form by email: [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk)

### Homes for Ukraine Starter Tenancy in the Private Rented Sector

Bristol City Council Homes for Ukraine team would like to support you provide a tenancy to Ukrainian refugees in the Private Rented Sector. The market is competitive, and so, to help provide confidence to landlords, we have provided the offer detailed below:

- a £1,000 thank-you payment to the landlord, when an Assured Shorthold Tenancy starts in self-contained accommodation
- first month rent paid in advance (direct to the landlord)
- deposit of one month's rent (direct to the landlord, to be held in a deposit protection scheme)
- starter pack grant for the tenant, for furniture and items to help make the house a home

The deposit (one-month equivalent rent) and first month's rent will be paid direct to you by the Homes for Ukraine team. This means the tenant's first month's rent will be paid in advance, and we will provide initial support to ensure a standing order or direct debit is set up for when the second month's rent is due. The deposit will be held in a Tenancy Deposit Protection scheme. At the end of the tenancy the deposit will be returned to your tenants within 10 days of you agreeing with the tenant how much they will get back.

The rent and deposit will be transferred to you after we see a copy of the signed tenancy agreement. Transfer can be arranged the same day if required.

The grant for tenants is for them to help with setting up their home. It will be paid direct into their bank account after the tenancy agreement has been signed and the Homes for Ukraine team has received a copy of it.

The £1,000 thank-you payment will be paid direct into your bank account after the tenancy agreement has been signed and the Homes for Ukraine team has received a copy of it.

Please also ensure you send a completed 'Landlord details - Homes for Ukraine' form (see next page), including your bank details.

Contact the team at [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk) with any queries.

**Please complete the form on the next page**

**Landlord details - Homes for Ukraine**

Bank details of landlords are needed by Bristol City Council to make the housing offer payments

<b>Name</b>	
<b>Address</b>	
<b>Sort Code</b>	
<b>Account number</b>	
<b>Contact name(s)</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Tenancy – Address</b>	
<b>Property type</b>	<i>e.g. 2 bed flat</i>
<b>Rent (per calendar month)</b>	
<b>Tenant(s)</b>	
<b>Other members of household</b>	
<b>Length of tenancy</b>	

This form must be returned to [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk). Please also attach a copy of the signed tenancy agreement.

## Appendix 3: Tenant Information form

Request this form by email: [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk)

### Homes for Ukraine Starter Tenancy in the Private Rented Sector

Bristol City Council Homes for Ukraine team would like to support you gain a tenancy in the Private Rented Sector. The market is competitive, and so, to help provide confidence to landlords, we have provided the offer detailed below:

- a £1,000 thank you payment to the landlord, when an Assured Shorthold Tenancy starts in self-contained accommodation
- first month rent paid in advance (direct to the landlord)
- deposit of one month's rent (direct to the landlord, to be held in a deposit protection scheme)
- starter pack grant for the tenant, for furniture and items to help make the house a home

The deposit and first month's rent will be paid direct to the landlord by the Homes for Ukraine team. This means your first month's rent will be paid in advance, and you need to ensure you set up a standing order or direct debit the start when the second month's rent is due. The deposit will be held in a Tenancy Deposit Protection scheme. At the end of the tenancy the deposit will be returned to you within 10 days of you agreeing with the landlord how much you will get back. You can find out more about tenancy deposit protection schemes at the following link: <https://www.gov.uk/deposit-protection-schemes-and-landlords>

The rent and deposit will be transferred to your landlord after we see a copy of the signed tenancy agreement. Transfer can be arranged the same day if required.

The Starter Pack grant is for you to help with setting up your home. It will be paid direct into your bank account after the tenancy agreement has been signed and the Homes for Ukraine team has received a copy of it. Please also ensure you send a completed 'Homes for Ukraine – Tenant details' form (see next page), including your bank details.

Contact the team at [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk) with any queries.

**Please complete the form on the next page**

**Tenant details - Homes for Ukraine**

Bank details of tenants are needed by Bristol City Council to make the starter tenancy offer payment

<b>Name</b>	
<b>Current Address</b>	
<b>Sort Code</b>	
<b>Account number</b>	
<b>Contact name(s)</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Tenancy Address</b>	
<b>Property type</b>	<i>e.g. 2 bed flat</i>
<b>Rent (per calendar month)</b>	
<b>Tenant(s)</b>	
<b>Other members of household</b>	
<b>Length of tenancy</b>	

This form must be returned to [homesforukraine@bristol.gov.uk](mailto:homesforukraine@bristol.gov.uk). Please also attach a copy of the signed tenancy agreement.