



Bristol Homes for Ukraine Move-on Guide June 2023

When host/guest arrangements change: what happens next?

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Introduction and summary

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 5 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. Finding rented accommodation – how we can support you
5. Temporary accommodation and having an assessment for emergency accommodation

You need to contact 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. Do not wait for the council to contact you. For us to properly support you we need to know at least 2 months before your host/guest arrangements end.

Summary

The government asks hosts to commit to opening their homes to Ukrainian guests for at least 6 months. Your Sponsor is offered thank you payments in return for hosting you and your family. Thank you payments are funded for 24 months from when you arrived in the UK. Communication with your hosts is important to understanding how long your arrangements will last.

REMATCHING

If your arrangements need to change after the 6 months, the Bristol Homes for Ukraine team will prioritise finding another host for you - known as a 'rematch'.

- ✓ you will be contacted by [LoveBristol](#), who work with the council to find alternative hosts for you.
- ✓ you can also find your own host; if you do, please ensure you tell the Bristol Homes for Ukraine team. Before a rematch happens, the Bristol Homes for

Ukraine team will carry out accommodation checks to ensure the property is suitable and your next host will be checked by the Disclosure & Barring Service for your safety and wellbeing.

RENTED ACCOMMODATION

If finding accommodation with another host is not appropriate for your personal circumstances or not possible within the time available, you will be supported to find your own rented accommodation:

- ✓ you will need to contact landlords and letting agents to find accommodation in the private rented sector. If you find a property that is affordable for you, the HfU team will support you to get the tenancy by paying the first month's rent in advance and providing the deposit, as well as offering a thank-you payment to the landlord
- ✓ at the same time [Refugee Welcome Homes](#) will identify rooms with live-in landlords (known as lodger agreements) if this is appropriate for you;
- ✓ the HfU team will also attempt to match you with a HfU Tenancy. There are more people needing alternative accommodation than there are HfU tenancies available and so this should not be relied upon; we will prioritise groups and individuals who require the number of rooms in the available property, those in the similar area as the tenancy, and those needing to move soonest. Sometimes it may be necessary to move areas to find suitable accommodation

TEMPORARY ACCOMMODATION AND ASSESSMENTS FOR EMERGENCY ACCOMMODATION

If we cannot identify a rematch and you have not been able to find rented accommodation in the time available, the HfU team will attempt to find temporary accommodation for you:

- ✓ you will stay there until one of the other options above can be found;
- ✓ you will also be assessed by Bristol City Council's Homelessness Prevention team who will decide if you can be offered Emergency Accommodation.

1. Knowing how long your current 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 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.

Tell the council's Homes for Ukraine team

It's important you tell the Bristol Homes for Ukraine (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 (at least 2 months).

Contact: homesforukraine@bristol.gov.uk

If you need help talking with your host about plans after 6 months, Refugee Welcome Homes can support you.

[Refugee Welcome Homes](#) can help you have a conversation with your host if you would like help. Contact: support@refugeewelcomehomes.net

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

2. Finding an alternative host (rematching)

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.

The HfU team and [LoveBristol](#) will search for a suitable rematch.

You can find an alternative host yourself through people you know. If you do you should inform the HfU team before you move so that the proper checks take place 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 have a conversation with your host if you would like help.

Contact: support@refugeewelcomehomes.net

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 video-call. It will help make the new arrangements comfortable for you and the host if you both ask questions and are open about expectations and house rules 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 of the HfU team will visit you when you move, and offer guidance and support. You can also ask for help from the HfU team. Contact: homesforukraine@bristol.gov.uk

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

This is known as a lodger agreement. This is like 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 make a Universal Credit claim to help pay the rent.

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

A lodger agreement is a good way for guests to increase independence and gain a rental history and is a positive stepping-stone into the private rented sector. Therefore, transition to lodger agreements from established host/guest arrangements are encouraged where guests would like to live independently but need a bit more time and support to move-on to the private rented sector. Hosts are supported to become live-in landlords and Refugee Welcome Homes provide ongoing support, as they do for hosts.

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 lodger arrangements could be set up. You can contact Refugee Welcome Homes direct to see if there is a lodger arrangement available for you.

Contact: support@refugeewelcomehomes.net

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

Provide the 'Landlord Information' form to the landlord, which explains the RWH Lodger Agreement HfU offer – refer to **Appendix 2: Refugee Welcome Homes Lodger Agreement - Landlord Information form**. When you are offered a room, complete the 'Lodger Information' form. Refer to **Appendix 3: Refugee Welcome Homes Lodger Agreement - Lodger Information form**.

Find a room to rent a room in a house with a resident landlord

You can also check websites, such as [Spareroom](#); [Roomies.co.uk](#); [Gumtree](#); [Roomgo](#)

The financial support packages available to find a home in the private rented sector are still available for lodgers if and when they move on to rented accommodation without a resident landlord.

For detail see ***Appendix 4: Financial Support for a lodger who moves-on to accommodation in the private rented sector.***

4. Finding rented accommodation – how we can support you

The Private Rented Sector is made up of properties which you can rent at the open market rate from private landlords. It provides you with a choice if you prefer your own house or rematching with another host is not suitable or 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 (if they are reasonable) and give you a 'Starter Pack' payment to help you with the cost of setting up your new home. Refer to **Appendix 5: Starter Pack Payments** for details.

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 may receive in benefits. It's important you think about how you will afford the rent before you sign a tenancy agreement.

Bristol Homes for Ukraine Scheme will pay for the first month's rent and provide your deposit. You will also receive a Starter Pack payment of £1,000, or £2,000 if you have children, which can be used to purchase items for your home.

Universal Credit can help towards housing costs, and you might receive money from other benefits such as Child Benefit. You can use the [Turn2Us benefits calculator](#) to work out how much you would receive. You can find out more about Housing Benefit here: [Housing Benefit: What you'll get](#).

Considering the money received from Bristol Homes for Ukraine, how much you will receive in benefits, your savings, and any other income you have, will help you decide if the rent is affordable.

Think about [how much rent you can afford to pay](#). 35% of your income is the most that many people can afford, but this depends on what your other outgoings are and if you have savings. For more advice refer to [How to rent: the checklist for renting in England](#)

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 – refer to **Appendix 6: HfU Starter tenancy in the PRS - Landlord Information form**. You can also ask the HfU team to speak with the landlord to explain the offer.

Email homesforukraine@bristol.gov.uk

Getting 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. You should also send the HfU team a completed 'Tenant Information' form – refer to **Appendix 7: HfU Starter tenancy in the PRS - Tenant Information form**.

Payment of the first month's rent and deposit, and your Starter Pack, will be made when the HfU team has received property details (this can be photos, a web link, or a brochure) and seen a copy of a signed tenancy agreement.

Payments are made if the tenancy is fair and reasonable, including the rent – you can contact the HfU team for advice before entering into a tenancy agreement. You can sign the agreement before the tenancy start date.

A Senior Support Worker will visit you in your new home to ensure all is well and to assist and support you where appropriate.

Homes for Ukraine (HfU) Tenancy

The HfU team is actively looking for landlords and second homeowners to join the Homes for Ukraine tenancy scheme to help increase the number of homes we have available. These tenancies are for situations when re-matching is not possible, and/or guests have been unable to find rented accommodation, despite contacting landlords/letting agents and making enquiries.

When the HfU team is told your arrangements need to change we also see if there is a Homes for Ukraine tenancy you can be paired with. You will be expected to also search for properties by contacting landlords and letting agents and making enquiries.

You will be offered a HfU tenancy if it is assessed as suitable for you, including the number of rooms you need. We prioritise the area you are currently in, but the offer may be for a home outside your preferred area. We will send photos but there will not be any viewings. After accepting the offer, you will be shown your new home and sign the tenancy agreement. If you decide to refuse the offer, we will not make any further offers, but we will continue to look for an alternative host and the financial support to help you get a tenancy in the private rented sector will still be available for you.

5. Temporary accommodation and having an assessment for emergency accommodation

If a suitable rematch or rented accommodation has not been found by the time you need to leave your current accommodation, and your host is unable to extend the hosting period, we will attempt to identify temporary accommodation for you. You will not be expected to pay for this accommodation. Temporary accommodation can be a registered host who has available space for a short period, a flat or house, or, as the final option, hotel accommodation.

Our priority is to prevent anyone on the Homes for Ukraine scheme becoming homeless. While we support you find alternative accommodation (rematch or rented accommodation) we will also arrange an appointment for you with the council's [Homelessness Prevention team](#) at 100 Temple Street, Bristol, BS1 6AG.

You will be assessed, and you may be offered emergency accommodation, which could be in any part of the city or outside Bristol. Assessments sometimes find that there is no duty to provide any accommodation, so it is important you keep in contact with, and take advice from, your HfU Senior Support Worker, LoveBristol and Refugee Welcome Homes, and keep an open mind about your accommodation options.

What you need to do

Try to be flexible about the area you need to move to

Alternative hosts and Homes for Ukraine tenancies in the same area you currently live in are prioritised, but in most situations a suitable rematch or a HfU tenancy can only be identified in another part of the city.

We ask that you are flexible if you are matched in a different area. If you refuse a rematch, or none have been found, we will attempt to find you temporary accommodation until more suitable accommodation is found; and you will be assessed by the Homelessness Prevention team for emergency accommodation.

Consider alternatives

If finding a rematch is proving challenging, you will be told we will need to consider temporary accommodation until an alternative is found, or you are assessed as eligible for emergency accommodation.

Speak to friends and connections you have made in the community, including at the Welcome Hubs, to see if they are able to help find alternative accommodation.

If you do not have children with you, consider looking for a room in a shared house. You can find available rooms online, for example at [Gumtree](#), [Roomies.co.uk](#), [Roomgo](#), and [Spareroom](#).

You can also consider Refugee Welcome Homes lodger agreements and keep searching for rented accommodation in the private rented sector, including [Zoopla](#), [Gumtree](#), [Rightmove](#), and [Primelocation](#).

Do not rely on, or wait for, a HfU tenancy or social housing. Whilst we are working hard to recruit good landlords to join our scheme, there are more people needing homes than landlords coming forward; and it's very unlikely you'll be offered a council property because the waiting list is very long. People with high need often wait several years before they get a council property.

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 to 8 years: 2 miles
- 8 to 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: Refugee Welcome Homes Lodger Agreement – Landlord information form

Bristol City Council Homes for Ukraine team would like to thank you for considering a lodger agreement for a Ukrainian refugee. It is challenging finding suitable accommodation in the private rented sector, and so it's appreciated live-in landlords such as yourself come forward to offer lodger agreements. Once an agreement is in place, we offer you the following:

- a £500 Thank-you payment to the landlord (*if already a host to the same person who will become a lodger, this is available after 12 months of a host/guest arrangement*)
- first month rent paid in advance
- deposit of one month's rent
- support from Refugee Welcome Homes
- starter pack payment for the lodger, for items they may need for the room, of £250/room (up to 2 rooms)

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

The £500 thank-you payment will be paid direct into your bank account after the lodger 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.**

The Rent a Room Scheme lets you earn up to a threshold of £7,500 per year tax-free from letting out furnished accommodation in your home.

Contact the team at homesforukraine@bristol.gov.uk with any queries.

*Subject to eligibility

**Refer to [Rent a room in your home: The Rent a Room Scheme - GOV.UK \(www.gov.uk\)](#) for more details

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 lodger agreement scheme payments

Resident Landlord Name	
Address	
Sort Code	
Account number	
Landlord representative	
Phone	
Email	
Number of rooms and details	<i>e.g. 1 room, and own bathroom, with use of shared kitchen and living area.</i>
Rent (per calendar month)	
Deposit	
Lodger(s)	
Other members of lodger group	
Length of agreement	

This form must be returned to homesforukraine@bristol.gov.uk.

Appendix 3: Refugee Welcome Homes Lodger Agreement – Lodger information form

Bristol City Council Homes for Ukraine team would like to support you enter into a Lodger Agreement. It is challenging finding suitable accommodation in the private rented sector, and so offer live-in landlords incentives to enter into a lodger agreement. Once an agreement is in place we offer the following:

- a £500 Thank-you payment to the landlord (*if already a host to the same person who will become a lodger, this is available after 12 months of a host/guest arrangement*)
- first month rent paid in advance
- deposit of one month's rent
- support from Refugee Welcome Homes
- starter pack payment for the lodger of £250 per room (up to 2 rooms)

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 to start when the second month's rent is due.

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

The Starter Pack grant is for you to help with items you need for your room. It will be paid direct into your bank account after the lodger 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 – Lodger details' form (see next page), including your bank details.

Contact the team at homesforukraine@bristol.gov.uk with any queries.

Please complete the form on the next page.

Lodger details – Homes for Ukraine

Bank details of the lodger are needed by Bristol City Council to make the lodger agreement scheme payments.

Name (lodger on the agreement)	
Current Address	
Sort Code	
Account number	
Contact name(s)	
Phone	
Email	
Lodger Agreement Address	
Number of rooms and details	<i>e.g. 1 room, and own bathroom, with use of shared kitchen and living area.</i>
Rent (per calendar month)	
Deposit	
Lodger(s) on the agreement	
Other members of lodger group	
Length of agreement	

This form must be returned to homesforukraine@bristol.gov.uk. Please also attach a copy of the signed tenancy agreement.

Appendix 4: Financial Support for a lodger who moves-on to accommodation in the private rented sector

Starter Pack Payment and Deposit

If a lodger subsequently moves to accommodation in the private rented sector without a resident landlord, they receive the difference between the Starter Pack Payment received as a lodger, and their entitlement under the [PRS Tenancy scheme offers](#) while the Homes for Ukraine scheme is funded and lodger has continued right to rent.

Deposit

Guests who become lodgers will be entitled to the balance of the deposit (the difference between the amount of the lodger agreement deposit and the deposit for a tenancy in the PRS) if they move-on accommodation in the private rented sector without a resident landlord while the Homes for Ukraine scheme is funded, and lodger has continued right to rent.

First month's rent

This financial support will remain to help secure the tenancy. The amount equal to the first month's rent for the lodger agreement will be recouped when the tenant has received their Universal Credit claim at their new home, or at 1 month if the tenant is not claiming Universal Credit. The payment will only be recouped if the tenant had accepted the first month's rent in advance as a lodger.

Landlord Thank-you payment

The appropriate Thank-you payment will be available for a landlord who enables a tenancy for a lodger who moves-on to a tenancy in the Private Rented Sector (HMO, £500 or self-contained, £1,000).

Appendix 5: Starter Pack Payment to the tenant, for furniture and items to help make the house a home

- £1,000 for tenants in a self-contained property
- £2,000 for tenants with children in a self-contained property
- £500 for tenants in a room with shared facilities where the landlord is not resident
- £250 for lodgers - room with shared facilities where landlord is resident (per room up to 2 rooms)*

*Guests who become lodgers will be entitled to the Starter Pack payment balance if they move-on to a tenancy in the private rented sector (Room with shared facilities without resident landlord, or self-contained property) while the Homes for Ukraine scheme is funded, and lodger has continued right to rent.

Appendix 6: HfU Starter tenancy in the PRS - Landlord Information form

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
- a £500 thank-you payment to the landlord, when a licence or tenancy agreement starts in a house in multiple occupation (1 room with shared facilities)
- 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 payment 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 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 thank-you payment, rent and deposit will be transferred to you after we receive property details (this may be photos, a brochure, and/or a web link to property details; and/or an Inventory with picture and details) and a copy of the signed tenancy agreement. Transfer of funds can be arranged the same day if required.

The payment 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.

Please also ensure you send a completed 'Landlord details - Homes for Ukraine' form (see next page), including your bank details. The grant is subject to confirmation that:

- the accommodation exists

- the tenancy agreement is fair and reasonable, including rent
- the tenants have moved in
- heating, hot water, and cooking facilities are available, and
- the home is as described in the Property Details, confirmed by a Senior Support Worker at the Move-in Visit

If the Senior Support Worker is not satisfied that the above are confirmed, the Bristol Homes for Ukraine team will request that the Thank-you payment (and other grant dependent on circumstance) be returned.

Contact the team at homesforukraine@bristol.gov.uk with any queries.

Landlord details - Homes for Ukraine

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

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

This form must be returned to homesforukraine@bristol.gov.uk. Please also attach property details and a copy of the signed tenancy agreement.

Appendix 7: HfU Starter tenancy in the PRS - Tenant Information form

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
- a £500 thank-you payment to the landlord, when a licence or tenancy agreement starts in a house in multiple occupation (1 room with shared facilities)
- 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 payment 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 payment 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 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.

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

This form must be returned to homesforukraine@bristol.gov.uk. Please also attach a copy of the signed tenancy agreement.