**Frequently asked questions about accommodation - Homes for Ukraine Scheme**

**Support is available from Eastleigh Borough Council (EBC) Ukraine Support Team. Contact by email** **ukrainewelcome@eastleigh.gov.uk**

**My host has told me I need to find another place to live – what do I do?**

In the first instance please email ukrainewelcome@eastleigh.gov.uk to let us know.

The options available to you are to find a new host or to move to privately rented accommodation.

**How do I find a new host?**

EBC have a list of people who are interested in hosting so please email us at ukrainewelcome@eastleigh.gov.uk

If you have children in school please include in the email which school and year they are in. Initially we will contact new potential hosts who live closest to your current host.

If you or your children have any pet allergies or any specific health requirements that may affect your accommodation requirements, please include that information.

**I want to move to another area, can Eastleigh Borough Council find me a host?**

Eastleigh Borough Council only has access to the details of people who are offering to be hosts in the Borough of Eastleigh <https://www.eastleigh.gov.uk/council/interactive-maps-of-the-borough>

If you want to live with a host in a different Council area, it is your responsibility to find them. When a person has agreed to be a host they need to inform their local Council and you should inform us at ukrainewelcome@eastleigh.gov.uk

Eastleigh Borough Council will then make contact with the Council where the new host lives to make sure that it is ok for you to live with the new host.

Hampshire County Council will carry out checks at the new hosts property before giving approval for you to move there. You must not move to a new host until the checks and approval have happened. If you move before the approval the new host may not qualify for thank you payments.

**The host I have found has been rejected by their Council to host, can I still live with them?**

We strongly recommend that you do not move to live with any host who has not been approved.

They will not receive any payment for hosting and you will not be part of the Homes for Ukraine Scheme.

**I want to find a place to rent, where do I look?**

Register with all the Estate Agents in the area that you want to live.

Search regularly on all websites, for example <https://www.spareroom.co.uk/flatshare/hampshire/eastleigh>

<https://www.rightmove.co.uk/property-to-rent/Eastleigh.html>

<https://www.gumtree.com/property-to-rent/eastleigh>

check in local shop windows, supermarket notice boards.

Talk to people in your network as they may know people who have property to rent.

**Be aware that there is a shortage of accommodation in Eastleigh Borough so you need to contact landlords as soon as a property is advertised to have the best chance of renting it*.***

**I want to find a place to rent, how much can I afford?**

Please make an appointment by emailing ukrainewelcome@eastleigh.gov.uk to make an appointment to talk to one of the EBC staff. We will let you know whether you are entitled to any support from the Government with paying rent. There are Local Housing Allowances that are set for each area and you might be eligible for this support depending on your income. We can also offer some financial support to Ukrainian families moving into private rented accommodation under certain circumstances, so we can talk to you about this at your appointment.

**How do I apply for Local Housing Allowance/support with Rent**

If you are working age and are in receipt of Universal Credit you upload your copy of your tenancy to your Universal Credit Journal to pay for Housing Costs. If you are pensionable age you need to apply for Housing Benefit for Rent costs.

Before you apply, please contact ukrainewelcome@eastleigh.gov.uk

**Can I rent a property with another Ukrainian family?**

Yes you can and this is likely to be the most cost effective way to rent. However there are regulations about the amount of people that can rent a property together if they are from more than one family, so if you have found a property that you would like to rent with another family, please email Ukrainewelcome@eastleigh.gov.uk and we can advise and support you.

**Can Eastleigh Borough Council provide me with furniture for the accommodation I want to move in to.**

There is some support available depending on your circumstances, so please email Ukrainewelcome@eastleigh.gov.uk to arrange an appointment to discuss in more detail.

If you have already found a property, ask the landlord whether any furniture or white goods are included. White goods are the main appliances in the kitchen – fridge, freezer, washing machines.

**The Housing I have found seems expensive or is not quite what I want** - Housing in Eastleigh area is extremely scarce and if you are offered a property to rent we strongly encourage you accept it if it fits your budget, to avoid becoming homeless or moving to emergency accommodation when your hosting arrangement ends. Please talk to us about your concerns. Contact the EBC team ukrainewelcome@eastleigh.gov.uk and we will advise on whether you can afford the property and whether any additional financial support is available to you. We can work through your concerns with you.

**I want to wait for Social Housing, how do I apply.**

<https://www.hampshirehomechoice.org.uk/content/Information/HowtoUsetheService>

After you have lived in Eastleigh for 12 months you can register with Hampshire Home Choice.

**How do I qualify for social housing?**

There are set criteria, details are here:

<https://www.hampshirehomechoice.org.uk/content/Information/QualificationCriteria>

**How long will I have to wait for Social Housing**

This depends on your band and the waiting times for the band. Please note these times are an average, if you only want to live in a specific area of the Borough, perhaps because your children are at school there, then you are likely to have to wait longer.

You are required to have lived in Eastleigh area for 1 year, then the average waiting times after you register are here:

<https://www.hampshirehomechoice.org.uk/content/Topics/AverageWaitingTimes>

So our recommendation is to go into private rental, not to wait for Social Housing

**What priority band will I be for Social Housing?**

Information on how applications are prioritised is available here:

<https://www.hampshirehomechoice.org.uk/content/Information/Prioritisingapplications>

**Is it better to wait for Social Housing or rent privately**

Social Housing costs approximately 60% of the amount that private rental costs. Due to waiting times we recommend you rent privately.

**What paperwork do I need to show a Landlord**?

When you are ready to start viewing properties please contact ukrainewelcome@eastleigh.gov.uk We may be able to offer additional financial support depending on your circumstances and we will provide a letter that you can show to Landlords with these details. You will also need evidence of income and evidence of any savings. If your host is happy to provide a letter recommending you as a tenant then this can also help.

You may be asked to show your BRP.

**I am in the UK with my child/children – can I rent a 1 bedroom property? What is the law concerning the minimum number of bedrooms that I need?**

This depends on the size of the property, age of children and other factors.

<https://england.shelter.org.uk/housing_advice/repairs/check_if_your_home_is_overcrowded_by_law>

**Which bills will I have to pay?**

It depends on the property but its likely you will have to pay water rates, gas, electric, broadband, council tax, TV licence. More information is available here: <https://www.eastleigh.gov.uk/housing>

**Do I have to pay Council tax?**

You might be able to receive Council Tax support if you are on a low income. How much you are entitled to depends on your income and circumstances and the amount you get can pay for part or all of your Council Tax

<https://www.eastleigh.gov.uk/benefits-support-and-employment/council-tax-support/making-a-claim-for-council-tax-support>

**I have rented a property but now I want to return to Ukraine, what do I do?**

If you have signed a tenancy for a set period you need to pay the rent for the full tenancy, even if you leave the property. Some landlords may agree for you to leave earlier if you find another person to take over the tenancy, but this is the decision of the Landlord. If you need to leave the property before the tenancy has finished, please contact ukrainewelcome@eastleigh.gov.uk and we can advise. We might be able to arrange with the Landlord for another family to take over the tenancy, but this is the decision of the Landlord and will also depend on the circumstances.

**How do I get financial support with my rent?**

You might be eligible for Local Housing Allowance, which is a payment towards your rent if you are on a low income.  How much you get depends on your income and circumstances. Local Housing Allowance is a set amount depending on the number of bedrooms you need for you/your family.

<https://www.eastleigh.gov.uk/benefits-support-and-employment/housing-benefit/making-a-claim-for-housing-benefit>

Under the Ukraine programme additional help may be available – please email Ukrainewelcome@eastleigh.gov.uk to arrange an appointment to discuss in more detail

**Can the Council help me find a place to rent?**

It is your responsibility to find a place to rent but we are alsoconstantly looking for suitable privately rented properties for Ukrainian guests in the Borough so please contact us at ukrainewelcome@eastleigh.gov.uk to discuss.

**How can I work out if I can afford to rent a flat?**

Contact us at ukrainewelcome@eastleigh.gov.uk, you can also get an idea by using an online benefits calculator <https://www.entitledto.co.uk/>

This form is a useful tool to calculate outgoings

[Household budgeting form .doc](https://eastleighgovuk.sharepoint.com/%3Aw%3A/s/UkrainianCrisisProjectTeam-CaseWork-Re-Matching/EZe0RTWjK8JMsGIAmLrvnPkB4mllbRnK6oFmrN2X-2zfpg?e=jvKucf)

**I have found a place to rent but it is too far from my childs school.**

<https://www.hants.gov.uk/educationandlearning/schooltransport>

to find out if they can support you with any transport costs. If they cannot support then you/your chid will need to find an alternative way to travel to school, or they will need to apply to move to a school closer to your rented property.

**How do I move my child to a new school?**

<https://www.hants.gov.uk/educationandlearning/admissions>

**Do I need to pay for a TV licence in my new property.**

The law says you need to be covered by a TV Licence to:

* watch or record TV on any channel - via any TV service (e.g. Sky, Virgin, BT, Freeview, Freesat)
* watch TV live on any streaming service (e.g. ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go)
* watch BBC iPlayer\*.

Without a TV licnece you risk prosecution and can be fined up to £1000

If you are not going to access any of these services, you need to declare here:

<https://www.tvlicensing.co.uk/check-if-you-need-one/topics/telling-us-you-dont-need-a-tv-licence>

**Can Eastleigh Borough Council be a guarantor?**

No, Eastleigh Borough Council cannot be a guarantor.

**How can I find a property without a guarantor?**

If you can pay a few months rent in advance, some Landlords will let you rent the property without a guarantor. Please contact ukrainewelcome@eastleigh.go.uk and depending on your circumstances we might be able to offer additional financial support and a letter for landlords.

**Can I move to another town or city to live?**

If you want to rent privately, you can move anywhere in the United Kingdom to live.

If you want to live with a host in another area you need to find a host and get approval from their Council before moving.

If you want to rent privately in another area you do not need permission to move. Contact ukrainewelcome@eastleigh.go.uk as we might be able to offer some financial assistance.

**I am in the UK on the Ukraine family scheme, what support can I get?**

You have access to benefits, including the Local Housing Allowance, but you do not have access to any other support that is available to Ukrainians who are in the UK on the Homes for Ukraine Scheme.

**I am in the UK on the Ukraine family scheme, do the family that I am living with get the thankyou payments?**

No, only hosts on the Homes for Ukraine Scheme receive payment.

**Do I have to inform the Mayor, Police or Council when I move to a new town or city?**

No, but we suggest you make contact with the Ukraine response team at your new Council so that they can let you know of any events or support that they are offering to the local Ukrainian Community, but there is no legal requirement to do this.

**Frequently asked Questions from Hosts - finding new accommodation for Ukrainian Guests**

**I have decided to end my hosting arrangement, what do I need to do?**

Please email ukrainewelcome@eastleigh.gov.uk to let us know the date that you would like the hosting arrangement to end. Please let us know in the email if you have informed your Ukrainian guests.

We will try to find a new host if that is what the guests want, or if they want to rent privately we will advise them on financial support that is available.

**What happens if a new host or property cannot be found**

The Guests will move to temporary bed and breakfast until we can find a new host or property for them**.**

**Can I be a guarantor for my guests to help them rent privately?**

Being a guarantor means that you are responsible for the rent of their property for the duration of the tenancy your guests have signed, so it is your choice if you want to offer support in this way.

**How can I support my guests to find private rented accommodation**

The link gives an overview of how to find accommodation. <https://www.eastleigh.gov.uk/housing>

EBC can offer some financial support depending on circumstances so please ask your Ukrainian families to come and talk to us to discuss their individual circumstances.

**FAQ Hosts – general**

**My Ukrainian guests have just arrived in the UK, what do I need to do?**

Please contact childrens.services@hants.gov.uk to advise them as they make the thankyou payments to hosts.

Please contact Ukrainewelcome@eastleigh.gov.uk which is the email address for the Ukraine team at Eastleigh Borough Council, we will advise you on ways you can help your guest settle in and access benefits.

**I have not been paid for hosting, what do I do?**

Host payments are made by Hampshire County Council, (HCC) not by Eastleigh Borough Council.

All checks need to be completed before you will be paid. HCC need to visit your home and also carry out a Disclosure and Barring Service (DBS) check on the host. The DBS check can take a few weeks to be completed so that may be why you have not received payment.

You need to contact HCC when your guests arrive and provide them with your bank details.

If all of the above have happened and you still have not received payment please email

childrens.services@hants.gov.uk

**Can I charge my Ukrainian guests rent**

No, you are not permitted to charge rent under the terms of the Homes for Ukraine Scheme.

**Can my guests rent a room or part of my house from me?**

It is possible to rent your room to your guests, outside of the Homes for Ukraine scheme

<https://www.eastleigh.gov.uk/media/1802/rentaroom2013.pdf>

If this is of interest please email ukrainewelcome@eastleigh.gov.uk to discuss.

**Should I provide my guests with food?**

When your guests arrive initially it is unlikely that they will be able to support themselves financially so we suggest you provide their meals at least until a representative from the Homes for Ukraine scheme from Hampshire County Council visits and provides them with a payment card which will have £200 pre-loaded. Your guests will also need to sign up for Universal Credit until they find employment and as Universal Credit (UC) may take a few weeks to process you need to agree with your guests what the arrangement will be for their meals/food provision during this time. Longer term it is up to you and your guests to decide how best to live together.

**Can I charge my guests for utilities?**

It is acceptable to ask for a contribution towards utilities*.*

**Can I ask my guests to clean my house or look after members of my family instead of paying me rent?**

Your Ukrainian guests are visitors to your home and are not to be employed as unpaid carers.

**Where do I get support for my guests?**

The EBC team can be contacted by email Ukrainewelcome@eastleigh,gov.uk

Or in person at one of the Ukraine welcome Cafes. We hold a weekly café at the Point, Wednesdays 10-12. Other cafes are held in locations across the Borough – dates are advertised in our weekly newsletter. We can support your guests with information and advice and the cafes are an opportunity for them to meet other Ukrainians

Applying for benefits - Job Centre or Citizens Advice can help with applying for benefits, or visit one of the our cafes and we can support

Sign up to receive our weekly newsletter

<https://www.eastleigh.gov.uk/standing-in-solidarity-with-ukraine>

Facebook page – Eastleigh home for Ukraine is a good source of information

English lessons – contact Eastleigh College – the college offers ESOL lessons during term time.

Itchen College online ESOL lessons

<https://www.birmingham.ac.uk/research/superdiversity-institute/community-sponsorship-evaluation/toolkit.aspx>

Applying for school places - Information in Ukrainian is available here: <https://www.hants.gov.uk/educationandlearning/admissions>

Mental health links support in Ukrainian:

<https://helpline.barnardos.org.uk/ukrainian-support-helpline-ukrainian>

Mental support provided by National Psychological Association in Ukraine (Ukraine based) Free support line:+448081642432. On the line they are providing free 40 minutes psychology support

<https://www.npa-ua.org/%D0%BF%D1%81%D0%B8%D1%85%D0%BE%D0%BB%D0%BE%D0%B3%D1%96%D1%87%D0%BD%D0%B0-%D0%B4%D0%BE%D0%BF%D0%BE%D0%BC%D0%BE%D0%B3%D0%B0-%D0%B2%D1%96%D0%B4-%D0%BD%D0%BF%D0%B0>

[www.childbereavementuk.org/resources-in-ukrainian](http://www.childbereavementuk.org/resources-in-ukrainian)

<https://ua.opora.uk/mental-health-copy-ua>