



# Has your housing placement broken down?



Are you homeless now?  
Have you been told to leave within the next eight weeks?  
Or is your accommodation unsafe or exploitative?

**Councils (local authorities) have a duty to help you. They could work to prevent or resolve the breakdown (if safe and appropriate to do so) or try to find a new Homes For Ukraine 'match'.**

You have the same rights to homelessness support as British citizens – you are not affected by immigration and residence restrictions. Help from councils includes:

- **Temporary housing** if you're homeless (and meet criteria<sup>1</sup>).
- **Welfare benefits** to pay for rent, bills and food.
- **Assistance and priority** to apply to rent social housing, or help getting a private let.

## How do I contact my local council's homeless team?

- Type in your current postcode at: [www.gov.uk/homelessness-help-from-council](http://www.gov.uk/homelessness-help-from-council)  
If you can't use the internet, ask a police officer, teacher or librarian for directions to the council offices.
- The council's homeless team will then guide you through what you need to show and do.

## What should I do if the council doesn't help me?

- The council must give you a letter explaining why they will not help. You can request a review within 21 days.
- For information on how to do this, or to get free one-to-one advice, go to the national housing charity, Shelter: [www.shelter.org.uk](http://www.shelter.org.uk). Select your location. Type 'review decision' into search box.

## What if I'm already street homeless, and am not able or confident enough to contact my local council?

- **Streetlink** is a national service that links people to their local homeless street outreach team – [www.streetlink.org.uk](http://www.streetlink.org.uk). Call them on **0300 500 0914**, or download the Streetlink app if you have a smartphone.
- If you're in immediate danger, or under 18, call the police on **999**.

## What if I'm concerned about the housing situation<sup>2</sup> of a Ukrainian person or family?

- To make a referral to a council's homeless team: assist the person to contact or go to their local authority (see first question). Alternatively, some councils have a homeless self-referral webpage.
- To alert the local outreach team of someone who is currently street homeless, go to **Streetlink** (see contact details above).
- To report concerns of modern slavery (domestic, labour, county lines etc): call the Modern Slavery Helpline on **08000 121 700** or go to [www.modernslaveryhelpline.org/report](http://www.modernslaveryhelpline.org/report)
- To contact Settled's free, multilingual Ukraine service, please email: [ukraineadvice@settled.org.uk](mailto:ukraineadvice@settled.org.uk)

1. Please note that national legislation determines the level of help for which people are eligible. If a host family is no longer able or willing to offer their home, it is very unlikely that you would be found to be 'intentionally homeless'. Households with children will always be 'priority need', and any childless Ukrainian fleeing a war zone is likely to be found to be 'vulnerable' and therefore also priority need. For more on this, and all above, please see [https://england.shelter.org.uk/housing\\_advice/homelessness/housing\\_for\\_refugees](https://england.shelter.org.uk/housing_advice/homelessness/housing_for_refugees)

2. Homelessness can include unsafe or unsuitable accommodation.

