



## **Case study - Shared Sunderland – ICOS**

### **Olga**

Olga (From Poland) is 59 years old and she came to Sunderland in April this year. She moved from the South of England with her partner. They rented flat from the agency in urgency because they didn't have place to stay and partner was starting a new job very soon. Olga has a health condition and because of that, going up stairs on daily basis it's painful for her. Our project worker suggested to Olga that she could register with Gentoo Housing Association and apply for bungalows, in order to be able to find a more accessible house. This could improve her living situation, as well as having good impact on her health.

She has worked with project worker on her online application for social housing. Olga did not consider herself as tech savvy, and she is not confident using the internet. She also had issues with looking for information online, with help of ICOS's project worker she learned how to use online services for looking for homes and applying for ones that suits her requirements. She already has one house viewing appointment arrangement with the local housing provider as of July 2022.