



**Community
Foundation**

A (aged 50), originally from Poland approached ICOS in January 2024. She was being evicted by the landlord from her privately rented accommodation, and she needed support urgently. This need was even greater in the light of the fact that her partner was having significant health problems (having had a stroke the month before). Initially, Agnieszka, the project worker looked into the legal situation the couple found themselves in. Having looked at the contract they had, and having consulted with Shelter, it was established that the A and her partner only had a lodger agreement, which meant an extremely short notice period to move out of the flat. The landlord illegally changed their locks. Agnieszka, the project worker contacted Newcastle City Council and Shelter to access legal advice. Agnieszka was also able to secure a short term hotel stay for the family through Newcastle City Council. As A only had a pre-settled status, she was initially not able to receive help (welfare benefits) with housing costs. As the project worker discovered that A should be able to receive settled status by then, ICOS contacted Migrant Help in order to secure settled status. This was done, and it meant that the couple could receive appropriate support with their housing costs in the future. The homelessness application was completed with the project worker, and the after 3 months, A and her partner received a home from Your Homes Newcastle (the local registered social landlord). The project worker also supported A and her partner with gathering necessary evidence to apply for housing and take on the tenancy.

A and her partner were supported to make a claim for Universal Credit, which was successful. They found the process difficult due to lack of familiarity with the system, language barriers, and the health issues they were both experienced (A had been treated for depression prior to her engagement with our services).

Another type of support, which has enabled the A and her partner to thrive was successful support with applying for a council tax reduction.

Finally, Agnieszka worked with A to secure a personal grant from the William Moulton Foundation towards the costs of a new carpet, as their flat was unfurnished.

A and her partner are now in a much better situation, as they are now in stable housing,