Client B is a refugee from Eritrea who lives in the UK with his wife and young child. The family recently moved into a two-bedroom flat provided by a housing association. As they settled into their new home, they faced several challenges, including a lack of furniture, difficulties with utility bills, and confusion around council tax support and energy accounts.

In June 2025, Client B enrolled in the Links for Life project. At his first appointment, his keyworker, Oreoluwa, helped him address immediate household needs by completing a Community Care Support application, which provided furniture and white goods, as well as a referral to Love Amelia for baby items. These referrals enabled the family to access essential furniture and other materials for their home.

Soon after, Client B received correspondence from Northumbria Water asking him to register his details. With the support of his project worker, he completed the registration form. Around the same time, he also faced uncertainty regarding his council tax bill. Despite moving into his property, he had not yet received a bill. His project worker contacted the council, who confirmed that the bill had been issued but was delayed in delivery. They also advised him to apply for council tax support. By July, his project worker assisted him in completing the application online, and he was awarded full council tax support based on his family income.

Client B also needed assistance with an unexpected gas bill from Utilita Energy, despite being on a prepayment meter. His project worker contacted the provider, who explained that his gas meter had been switched from pay-as-you-go to a billed meter, which caused confusion. They assured him that the meter could be reverted back to pay-as-you-go once an update on the meter was completed.

Through the continued support of the project, Client B and his family were able to obtain essential household items, secure council tax relief, resolve issues with their energy account, and register for discounted water rates. These steps gave the family greater financial stability as they adjusted to life in the UK.