

Support for a client facing Housing and Immigration Challenges

In July, a 50year old client, Marek (name changed) from Poland came back to ICOS for support regarding his housing benefit payments. He was unsure whether the rent would be paid directly to his landlord from his Universal Credit account or if he needed to make the payments himself. Our project worker, Ewa clarified that he was responsible for making the rent payments personally.

In August, the client contacted us again requesting support in booking an interpreter for an upcoming X-ray appointment at the radiology department, which we arranged on his behalf.

Marek returned in October for further assistance about his rent arrears. Our project worker, Ewa contacted the Gentoo (the local housing association) Money Matters team and spoke with a staff member named M. It became clear that the client had accumulated significant arrears since July 2024, totalling £1,100. He had not realised that his monthly rent was £513.37. To help clarify the situation, we emailed Melody requesting a full rent charge statement for the client.

The client also needed our help with an immigration matter. We supported him with his application to switch from pre-settled to settled status. He signed the care letter and gathered the required evidence covering the previous three years. Due to a technical issue following the ID verification stage, we were initially unable to submit the application. However, the client returned a few days later, and we successfully completed and submitted the application online. Shortly afterwards, he received confirmation that his settled status had been granted.

This case shows how ICOS provides comprehensive support to clients facing multiple challenges. By offering clear guidance and coordinating with external agencies, we helped the client resolve issues related to housing, health appointments, and immigration. As a result, he gained clarity on his rent situation, accessed necessary services, and successfully obtained settled status.

