

Case Study – Leeds Building Society Foundation

Ahmed (name changed), a 30-year-old man from Sudan, was recently granted asylum in the United Kingdom. Like many newly recognised refugees, he faced significant challenges after leaving Home Office-provided accommodation. With limited time to secure new housing and unfamiliar with the complex local housing system, Ahmed experienced housing insecurity and the risk of homelessness. Determined to avoid rough sleeping, Ahmed reached out for support to secure stable housing in Sunderland.

An ICOS team member worked closely with Ahmed to navigate the housing process, providing essential guidance and advocacy at every stage. Missing information required by Sunderland Council was promptly submitted to complete his housing registration. In addition, a housing association application was prepared on his behalf, along with all necessary supporting documents, including ID, authority form, income evidence, and an eviction notice from his previous address.

The project worker also supported Ahmed in setting up and using his online housing association account, enabling him to independently check property listings and apply for suitable homes. With this assistance, Ahmed successfully applied for several properties.

On the day Ahmed moved out of his previous accommodation, ICOS contacted Sunderland Council to request a street sleeping assessment. Coordination with Ahmed's caseworker ensured that his situation was addressed promptly. Later that day, Ahmed confirmed he had been offered shared accommodation through a private landlord, arranged by Sunderland Council.

Through proactive communication, timely intervention, and effective partnership working, Ahmed was able to transition from homelessness risk to stable accommodation. This case highlights the vital role of ongoing support in preventing homelessness and ensuring individuals like Ahmed are not left without guidance during critical transitions.

Ahmed is now settled in shared accommodation and continues to apply for one-bedroom properties through the housing association. ICOS will maintain contact to support him in addressing any suitability concerns and advocating for improved long-term housing options.