



## Case Study: Supporting Mahmood's Journey Towards Stability

Mahmood (name changed), who moved from Sunderland to London due to a job offer, recently moved back to Sunderland and is homeless. On the 27<sup>th</sup> of June Mahmood contacted our organisation to help him settle in Sunderland.

To support his need, we helped Mahmood in applying for council housing and Gentoo housing, we also called Sunderland housing options team to let them know of the situation and to coordinate for other possible actions.

Mahmood was initially placed in band 3 of the housing register and his Gentoo application was approved. We called the homeless team to see if we can change the band or get a temporary accommodation and showed him how to bid for houses on Gentoo.

We also supported Mahmood all through this process as he was asked by the city hall to provide his 5 years' address history and to refill his housing application. While Gentoo also asked for a 5-year address history and previous landlord reference.

We also helped prevent his case being closed after Mahmood was notified by Gentoo. We coordinated with Gentoo and helped to resolve an issue with the references provided. This finally helped Mahmood sign his housing contract.

We did not stop at just helping Mahmood secure a house, he also asked for support with getting a carpet and furniture. We called Gentoo to support and we were told Mahmood does not qualify support as he does not get any benefit, so we supported Mahmood in registering for council tax and applying for single person discount.

Mahmood was eventually able to get material support in form of a washing machine and Gentoo supported with a Carpet.

Through continuous support, Mahmood was able to secure stable housing and core furniture, helping him transition towards independence and a better quality of life.