Case Study – Housing and Welfare Support for a Refugee Client

The client is a Sudanese man who was granted humanitarian protection in the United Kingdom in July 2025. Following the grant of his immigration status, he faced the transition from asylum support and was at risk of homelessness. the client required support with securing accommodation, accessing welfare benefits, and establishing stability within the community.

When the client first engaged with the service on July 2025. Following the initial appointment, ongoing support was provided to help the client understand the housing process and improve his chances of securing accommodation. He was supported to register for council housing and a housing application was completed with Gentoo.

His housing application was approved. He was given guidance on how to bid for properties through the Gentoo housing system and was advised to maintain contact regarding any developments to his housing situation.

By September 2025, the client reported that he was homeless. He expressed fear and anxiety about his situation. Advocacy was provided on his behalf, and communication took place with his housing case worker, who confirmed that the client had been placed on a waiting list for temporary accommodation. The case worker also advised that contact had been made with Gentoo to seek an increase in the client's housing priority banding. The client was subsequently accommodated in temporary accommodation while awaiting a permanent housing offer.

Gentoo requested proof of income as part of the tenancy assessment process. The client was supported to provide the required documentation, including his payslips and Universal Credit payment information. The client successfully secured the property and signed his tenancy agreement in April 2026. Although he had obtained accommodation, the property was unfurnished and lacked essential household items.

To assist the client in establishing his new home, support was provided May 2026 to complete a furniture Support application. The purpose of the application was to help the client obtain essential furniture and household items required to make the property habitable and support his successful tenancy. Client also got his council tax bill, he attended an appointment expressing concern about the amount he was required to pay. A review of his council tax account showed that he was not receiving Council Tax Support. Assistance was therefore provided to complete and submit a Council Tax Support application.