Case Study for M

The client (a refugee, originally from Somalia), first approached ICOS in 2024 seeking support with homelessness and accommodation. At the point of engagement, the client was homeless and required urgent assistance to secure housing. Immediate support was provided, including the completion of a Sunderland City Council housing application. Supporting documents, including the client's identification, share code and eviction letter, were submitted. The client was also registered with Gentoo Housing to improve his chances of securing suitable accommodation.

Despite these interventions, the client continued to experience housing difficulties. On August 2025, the client reported that he had been asked to leave the temporary accommodation he was staying without notice and was left without suitable accommodation. We contacted the Housing Options Team on his behalf; however, they advised that they could not provide assistance as the client had already left the accommodation. We therefore explored alternative options and sought to have the client's housing priority reviewed with Gentoo.

On November 2025, the client's circumstances changed when his wife arrived in the United Kingdom on a Family Reunion Visa. The client and his wife were staying with friends, resulting in overcrowded living conditions. As the client's wife did not speak English, arrangements were made for interpreter support to ensure she could fully participate in appointments and understand the housing process.

To reflect the change in circumstances, we supported the client in December 2025 to update his Gentoo housing application. His wife was added as a joint applicant and the housing requirements were amended from a one-bedroom flat to a two-bedroom property. Additional supporting evidence, including his wife's identification and Right to Rent share code, was submitted to strengthen the application.

On December 2025, we reviewed the status of the application and confirmed that it was active. The client was able to bid for available properties through the Gentoo system. We supported him in placing bids on several suitable two-bedroom houses and flats and explained how to continue monitoring new properties as they became available.

Following a period of active bidding and engagement with the housing process, the client was successful in securing accommodation through Gentoo. The client moved into his new property on April 2026. This represented a significant milestone for the client and his family after a prolonged period of housing insecurity and overcrowded living arrangements.

After moving into the property, the client reported that the accommodation was unfurnished and that he did not have the essential household items needed to establish the tenancy. On 10th April 2026, we supported the client to complete a Community Care Support application with Sunderland City Council to help him obtain essential furniture and household goods required for independent living.

Following up with the client, ICOS confirmed that he had successfully moved into permanent accommodation with his wife and had taken the necessary steps to establish his tenancy. The Community Care Support application was submitted to assist with furnishing the property and enabling the family to settle into their new home. The client's housing needs had been successfully addressed and he was able to begin living independently in secure and suitable accommodation.

After ICOS confirmed that the client had achieved housing stability and received all appropriate support, his case was successfully concluded.