Case Study for Client B

Client B, a man from Syria who got his refugee status. He successfully secured accommodation through Gentoo and signed his tenancy agreement in July 2026. Following this, the client required support with furnishing and maintaining his new home, accessing financial assistance, and managing his bills. ICOS provided ongoing support to help the client settle into his accommodation, understand his financial responsibilities and access the appropriate support services.

On July 2026, the client approached ICOS for assistance with obtaining furniture for his new property. He was supported in completing and submitting a material support application to Sunderland Council. During subsequent appointments, the client explained that his house required painting and that the flooring needed replacing. In July 2026, we supported him in applying for a grant application to assist with the necessary improvements to his property. The client was informed that his grant application had been approved for £120. He was asked to provide his receipt as evidence of the relevant expenditure. we contacted the client to confirm whether he had received the payment, and he confirmed that the £120 had been paid into his account.

In addition to the support with his property, the client required assistance understanding his household bills. In July 2026, the client received his council tax bill and was supported in completing a Council Tax Support application. He had also received correspondence regarding a £64 direct debit from his housing association, which he did not understand. We contacted Gentoo on his behalf, and they explained that the deduction related to unpaid water and sewage charges for two weeks. The client was informed that these charges were separate from his housing costs and were not included in his rent.

In August 2026, the client received a response from the council regarding his Council Tax Support application. We explained the contents of the letter and helped him understand his council tax liability. The client was awarded a 25% single-person discount amounting to £251.72 and a Council Tax Reduction of £755.14. Following these reductions, his remaining council tax liability was £64.18. The client was advised on when his first council tax payment was due. This support helped the client understand his payment obligations and the financial assistance he had received.

On October 2026, the client approached ICOS for further assistance after explaining that he had not been paying his energy bills since moving into his property. We contacted British Gas on his behalf and established that he had an outstanding balance of £204.74. The client was informed that he had until 2nd November 2026 to pay the outstanding amount. Recognising the financial difficulties this could cause, we referred him for energy advice for his bill.

Through these interventions, ICOS supported the client in accessing financial assistance for his home, understanding his council tax obligations, resolving queries about his housing-related charges, maintaining access to mobile communication and seeking help with his energy debt. The support provided aimed to improve the client's ability to manage his household expenses and maintain his tenancy successfully.