



Beyond your hosting arrangement – a guide for hosts

Thank you for being part of the Homes for Ukraine scheme and for offering a safe place for Ukrainian guests to stay. You have been invaluable in making Homes for Ukraine in Norfolk the success it is.

This guide is for those who may have had their guests with them for a while. You may have been talking with your guests about what their next steps could be and this guide outlines some of the options. A companion guide for guests has also been published and is available in [English](#), [Ukrainian](#) and [Russian](#).

We also understand there are some circumstances where a hosting arrangement cannot continue, in these instances we ask that you are able to discuss this with your guests and, where practical it's best to give your guests as much notice as possible.

If you need to stop hosting soon, please contact your local council for advice

Continuing to host

If both you and your guests are happy with the arrangement you can agree for them to stay with you for longer.

This could still be a good opportunity for you and your guests to have a conversation about what you think is working well and any changes either of you would like to agree. If you feel you need support with this conversation, please contact your local council

'Thank you' payments of £500 are paid for 24 months from the time the guest first arrives in the UK. 'Thank you' payments will not impact on income and benefit entitlements.

If your guest(s) decide to move on but you are interested in hosting other guests, please get in touch with your local council.

Becoming a landlord

If you would like your guests to remain with you but to have a more formal relationship, you could think about converting to a landlord/tenant relationship.

You would do this by creating an agreement, either an Assured Shorthold Tenancy or a Licence, depending on the type of accommodation you are offering.

Key things to consider for this arrangement:

- It will change the legal relationship between you and your guests to that of landlord and tenant and will introduce new rights and responsibilities for you both.
- You will be able to set a monthly rent which your tenant will need to pay.
- Rent can be paid for by benefits if your tenant is eligible, however the rent the government will pay through benefit is capped at a maximum amount called the [Local Housing Allowance](#) rate. This rate will depend on your location, the number of bedrooms being rented and the size of your tenant's family.
- The rent you charge needs to be affordable for your tenant.
- This type of arrangement does give an opportunity for additional income, but it is declarable and taxable.
- You will also need to ensure the accommodation meets certain requirements. Your local council can advise on these requirements, [or you can find further information on the GOV.UK website](#)
- Advice on creating a tenancy or licence agreement can be found through different organisations such as [The Eastern Landlords Association](#), (ELA) [Shelter](#) or the [National Residential Landlords Association](#) (NRLA)

It is a good idea for you and your prospective tenant to discuss what you both expect from a landlord/tenant relationship. This includes if/what bills are included, any furnishings provided, pets, and reporting repairs.

As part of a new rental agreement you can ask for a deposit and a month's rent in advance. The deposit can be the equivalent of up to 5 weeks rent and must be protected in a [tenancy deposit scheme](#).

Your local council may be able to provide support to your guest/tenant including with deposit/first month's rent and provide assurance to you as a landlord.

Finding another host for your guest

If your hosting is coming to an end, your guest might want to find a new host.

In this case, you might want to support your guest to look for a 'private rematch'. They could look at potential new hosts through:

- a local faith group
- other community groups
- their work
- through someone you might know who would like to be a host
- recognised providers and other charities such as [Opora](#) or [St John of God Hospitaller services](#)

Once a new host has been found, it's important your guest contacts the local council so they can make the necessary accommodation and safeguarding checks to approve the arrangement.

If your guest is having trouble finding a new host, they can contact the local council for further advice and support.

Private rented home

Your guests may wish to look for private rented housing. You could support them in this by:

- Helping guests to identify what kind of home they'd like to move to and where
- Helping them to identify homes that may be available.
- Liaising with estate agents
- Assisting with transport to viewings if needed
- Assisting with completing any [right to rent](#) checks and rental applications
- Assisting with moving to the new home

You can also discuss with your guests some of the things they need to consider when looking for a new home, such as:

- What is an affordable rent
- Other bills they will have to pay
- Council Tax – they can [check what Council Tax band the address is in on the GOV.UK website](#)
- Where they can find [furniture and household goods](#)
- Who they need to tell about the move
- What kind of deposit they need

We understand that Ukrainian guests may not have been in the UK long enough to build up a credit history and some are being asked to provide details of a guarantor before they can rent.

Some hosts have offered to act as a guarantor for their guests. However, we ask that any hosts consider this carefully and make a fully informed decision. Acting as a guarantor means that you will be liable for any rent unpaid by your former guest. Similarly, some hosts have chosen to support with deposits and upfront rental payments. Again, we ask that you consider this very carefully.

The local council does not act as a guarantor, however it can offer support with deposits and first month's rent. It can also liaise with landlords to identify alternative solutions to a request for a guarantor and provide assurances to the landlord.

If your guest needs further support in seeking private rented housing, they can contact the local council.

Moving elsewhere in the UK

Your guest may wish to move to another location in the UK outside of Norfolk. If this is the case, this guidance is still relevant. However, it is a good idea for your guest to contact the local council in the area they wish to move to as they are likely to offer varying types of support.

If they are looking for another host, the local council in the new area will also need to make sure the right checks have been made before the guests can move in.

Returning permanently to Ukraine

Your guest may choose to return permanently to Ukraine or another country. It is their choice to do so, although this should be an informed decision only they can make. You might consider talking to them about:

- Travel arrangements
- Contacting schools, employers, DWP etc.
- Sorting belongings and any financial arrangements.
- Who to speak to if they wish to come back to the UK.

Ukrainian guests on the Homes for Ukraine scheme are considered on the scheme for the three-year life of their visa. This means even if they intend to leave the UK permanently, they can still return to the UK at any point during that three years and seek support under the scheme.

Temporarily leaving hosted accommodation

Guests can travel to different parts of the country if, for example, visiting friends or family, taking a holiday or exploring moves to another area. They can also travel to another country for the same reasons.

If they are leaving for less than 28 days but intend to return to your hosted accommodation, we ask that they contact the local council to make them aware of their destination and expected return date.

You can also ask your guests to give you this information and have a discussion about what to do with any belongings, post etc.

If your guests ask you to look after any children under 18 while they are away, it is vital you contact your local council.

If your guests are leaving for more than 28 days, they must tell the local council. You must also contact the local council as they will need to pause your 'thank you' payment for the period your guests are away. This also applies if your guests originally intended to return after four weeks but have not done so.

We need to know this information to help us:

- Manage 'thank you' payments
- Manage any school places
- Consider any safeguarding concerns we might have

If your guest receives any benefits from Department for Work and Pensions, your guest should notify them of any absences from the UK.

You and your guests should discuss arrangements before they depart. Conversations could cover:

- whether or not the host arrangement will carry on if they wish to come back after being away for more than four weeks
- whether the guest has flexibility to change their travel dates
- where to store the guests' belongings, and how to return them if the guest(s) will not return to live there

If you decide you do not want to continue offering your guest accommodation, you should contact your local council as soon as possible.

Local council housing register

Social housing is in very short supply and if a guest is eligible to join the housing register it will not be a quick solution.

If a guest wishes to explore this option, they will need to contact the local council.

Homelessness

We understand that sometimes host arrangements can end unexpectedly. If your guest is homeless or at risk of homelessness and they need support from the local council they should make contact for support.

Homelessness is not a direct route to a socially rented property. Housing Officers will work with guests to explore a number of different housing options including those above.

Where appropriate, we may place guests in temporary accommodation while we look for longer term housing. Types of temporary accommodation can vary; however it tends to be self-contained but smaller than a flat or house and there may be some facilities they share with other residents. In some instances, guests may be placed into a B&B or hotel.

Depending on their circumstances, there may be a charge for them to stay in temporary accommodation. The housing officer will fully discuss this with the guest before they move in.

When your guest moves out

You should have a conversation with your guest before they move out to cover at the least;

- Agreeing a date for the move out
- Agreeing arrangements for belongings
- Any expectations on how they leave your home

You might also wish to talk about:

- Forwarding any mail
- Changing contact details for correspondence
- Any support you can provide with moving
- Support with setting up a new home
- Applying for school places, where appropriate.

Hosting again

We hope you have found hosting to be a pleasant and rewarding experience. The local council keeps a list of hosts who may be interested in hosting other Ukrainian guests who have already arrived in the UK and are looking for a new host. If you would be interested in being part of this list please contact Norfolk County Council.

Useful contact information

Breckland District Council - housing.advice@breckland.gov.uk

Broadland District Council – h4u@southnorfolkandbroadland.gov.uk

Great Yarmouth Borough Council - Housingoptions@great-yarmouth.gov.uk

Borough Council of King's Lynn and West Norfolk

- housingoptions@west-norfolk.gov.uk

North Norfolk District Council - Housing@north-norfolk.gov.uk

Norwich City Council - housingoptions@norwich.gov.uk

South Norfolk Council - h4u@southnorfolkandbroadland.gov.uk

Norfolk County Council – ncchomesforukraine@norfolk.gov.uk

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