



Home Office

Date: 24 April 2023

Dear guest,

The UK Government recently announced plans to end the use of hotels and serviced accommodation and repeated its commitment to help you find settled homes in the UK in the coming months.

We appreciate that for some of you, this announcement may cause concern, or raise questions about your future housing plans. We want to assure you that you will be supported throughout the process of finding a new home, and that you will not be left without help to manage your move out of hotels. The UK Government remains committed to supporting you in finding suitable settled homes.

We will write to you soon to outline the support available, and what you need to do next. In the meantime, Home Office Liaison Officers (HOLOs) as well as other support services, will be available in hotels to help with any questions or concerns.

The government has also indicated changes to the number of properties that will be offered to you. We now want to make clear to you what this means.

We wrote to you on 9 May 2022 to tell you about the introduction of the Enhanced Matching Process (EMP), which notified you that a maximum of two appropriate offers of settled accommodation will be made to a household.

From 2 May 2023, the existing matching process will cease to exist. We will now implement a new matching process where households may receive only one allocation of appropriate settled accommodation from the Home Office, where this is available.

If you do receive an allocated property, we recommend that you accept it. If you refuse, no further allocations of settled accommodation will be made and you will need to find your own accommodation. It is likely that most people will not receive an allocation through the new process, and we encourage you to find your own accommodation wherever possible.

We have allowed time before the new process begins for households with outstanding EMP offers to consider them and to avoid running two matching processes at the same time.

We will provide as much support as we can to help you make your own accommodation arrangements. This includes support through the existing Find Your Own Accommodation (FYOA) scheme in the private rental sector.

In summary, you will either be allocated accommodation under the one allocation matching process, or you will be supported to find your own accommodation over the coming weeks.

The Home Office and our partners remain committed to support you in finding settled accommodation and in accessing health, education and employment so that you can continue to build your lives in the UK.

Only those who have been continuously living in a bridging hotel or serviced accommodation are eligible to receive an allocation of accommodation under this new process or be supported in finding their own accommodation. Further guidance on how you may start to find your own accommodation is attached to this letter.

Moving into settled accommodation is your first step towards fully integrating into life in the UK. In the future, you may decide to move independently to a different area, and you will be able to make your own arrangements to do so.

If you have any questions, you should talk to your Home Office Liaison Officer.

Yours faithfully,

Resettlement, Relocation and Reunion Services

Appendix A

How should you find your own accommodation?

You can start to look for your own accommodation straight away by taking the following steps:

1. Ask council staff in your temporary accommodation to help you complete **an affordability assessment**, to work out what you can afford.
2. **Discuss possible areas to move** with council staff in your temporary accommodation. They will contact councils to find out whether they can support you and the type of support they can provide. Not all councils will be able to support you, but this does not prevent you from moving without their support if you find a property that is suitable and affordable.
3. **Start your property search** in the areas agreed. To search for properties, you can use websites like Rightmove, Zoopla, OpenRent, or many others. You should enquire about multiple properties to increase your chance of securing one. Council staff in your temporary accommodation are on hand to help with this.
4. **Tell the council staff in your temporary accommodation when you find a suitable property.** They will let you know whether the new council can support you in that property. If you move without agreement of your new council, they will not be able to support you in accessing local services in the area you move to.
5. **Your new council may be able to help with costs** like initial rent, deposits, furniture. They may also provide ongoing resettlement support, like helping you find a nearby school and GP. The council in your temporary accommodation may also help you with your initial rent, deposit, and furniture costs.

The Home Office can help with transport to move you and your belongings when you move to your new property. Speak to your Home Office Liaison Office who can arrange this for you.

More information on how to find accommodation is available in the 'How to Rent' guide, on GOV.UK - www.gov.uk/government/publications/how-to-rent.