

Housing booklet

Entry level 1



This booklet has activities for you to work through with your tutor in your lessons. There is also a section on services to help you understand housing in the UK.

Contents

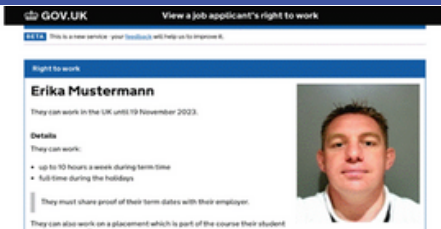
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Funded by the **Royal Borough of Kingston upon Thames**
With guidance from **Refugees in Effective and Active Partnerships**
Created by **Learn English at Home**

Documentation

Task 1: Documentation vocabulary

Look at pages 21–22. Can you match where you need to go or what you need to do for the following symptoms or situation? The first one has been completed for you as an example.

passport		Shows your country.																
personal details	<table><tr><th colspan="2">Personal details</th></tr><tr><td>Surname:</td><td>Forenames:</td></tr><tr><td>Maiden Name if (if applicable):</td><td>Preferred Name (if applicable):</td></tr><tr><td>Date of Birth:</td><td></td></tr><tr><td>Home Address:</td><td></td></tr><tr><td colspan="2"></td></tr><tr><td></td><td>Postcode:</td></tr><tr><td>Home telephone/Mobile:</td><td></td></tr></table>	Personal details		Surname:	Forenames:	Maiden Name if (if applicable):	Preferred Name (if applicable):	Date of Birth:		Home Address:					Postcode:	Home telephone/Mobile:		Shows details about you.
Personal details																		
Surname:	Forenames:																	
Maiden Name if (if applicable):	Preferred Name (if applicable):																	
Date of Birth:																		
Home Address:																		
	Postcode:																	
Home telephone/Mobile:																		
immigration status	Your immigration Status Name Jane Smith Pre-settled Status status, also known as limited leave to remain Valid until xx/xx/xxxx 	Shows if you can work, or study, in the UK. Shows the date it ends.																
right to work		Shows that you can work in the UK.																

Documentation

Task 2: eVisas



Shows, on a computer or a mobile phone:

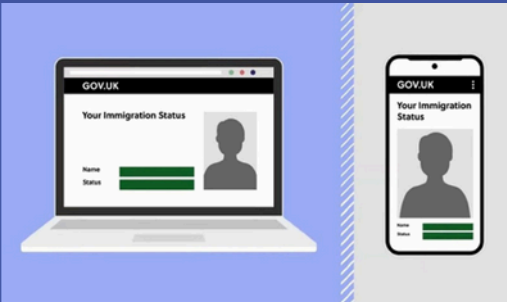
- your passport
- your personal details
- your immigration status
- your right to work.

Complete the sentences below using the vocabulary from Task 1. The first one has been done for you.

	1. With an eVisa, you can show your passport.																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; color: white;"> <th colspan="2">Personal details</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">Surname:</td> <td style="width: 50%;">Forenames:</td> </tr> <tr> <td>Maiden Name (if applicable):</td> <td>Preferred Name (if applicable):</td> </tr> <tr> <td>Date of Birth:</td> <td></td> </tr> <tr> <td colspan="2">Home Address:</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2" style="text-align: right;">Postcode:</td> </tr> <tr> <td colspan="2">Home telephone/Mobile:</td> </tr> </tbody> </table>	Personal details		Surname:	Forenames:	Maiden Name (if applicable):	Preferred Name (if applicable):	Date of Birth:		Home Address:				Postcode:		Home telephone/Mobile:		2. With an eVisa, you can show your _____
Personal details																	
Surname:	Forenames:																
Maiden Name (if applicable):	Preferred Name (if applicable):																
Date of Birth:																	
Home Address:																	
Postcode:																	
Home telephone/Mobile:																	
Your immigration Status <table style="width: 100%;"> <tr> <td style="width: 15%;">Name</td> <td style="width: 45%;">Jane Smith</td> <td style="width: 15%;">Pre-settled</td> <td rowspan="3" style="width: 25%; text-align: center;">  </td> </tr> <tr> <td>Status</td> <td colspan="2">status, also known as limited leave to remain</td> </tr> <tr> <td>Valid until</td> <td colspan="2">xx/xx/xxxx</td> </tr> </table>	Name	Jane Smith	Pre-settled		Status	status, also known as limited leave to remain		Valid until	xx/xx/xxxx		3. With an eVisa, you can show your _____						
Name	Jane Smith	Pre-settled															
Status	status, also known as limited leave to remain																
Valid until	xx/xx/xxxx																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th colspan="2">Right to work</th> </tr> </thead> <tbody> <tr> <td style="width: 60%;"> Erika Mustermann They can work in the UK until 19 November 2023. </td> <td rowspan="3" style="width: 40%; text-align: center;">  </td> </tr> <tr> <td> Details They can work: • up to 10 hours a week during term time • full time during the holidays </td> </tr> <tr> <td> They must share proof of their term dates with their employer. They can also work on a placement which is part of the course their student visa is based on. The work placement must be: • a compulsory part of their course </td> </tr> </tbody> </table>	Right to work		Erika Mustermann They can work in the UK until 19 November 2023.		Details They can work: • up to 10 hours a week during term time • full time during the holidays	They must share proof of their term dates with their employer. They can also work on a placement which is part of the course their student visa is based on. The work placement must be: • a compulsory part of their course	4. With an eVisa, you can show your _____										
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Documentation

Task 3: Share codes vocabulary

United Kingdom Visa and Immigration account (UKVI)		You get this online. Then you can get an eVisa and share code.
employer		Who you work for.
landlord		A landlord is a person who owns a house or flat and gets money called rent from people who live there.

Read/listen to the following and then answer the questions:

A share code is **free**. A share code lasts for **90 days**. Go to your **United Kingdom Visa and Immigration account (UKVI)** to get a share code.

Show a share code to your **employer** to show you **have the right to work**.

Show a share code to your **landlord** to show your **immigration status**.

1. **How much do share codes cost?**
2. **How long do share codes last for?**
3. **Where do you get a share code from?**
4. **Who will you show a share code to?**

Documentation

Task 4: Review

Now answer the following questions:

1. What can your immigration status show?

2. What 2 things can you show on an eVisa?

3. Who can you show a share code to?

Task 5: Checklist

- ☐ I know where my passport is.
- ☐ I know my personal details.
- ☐ I know my immigration status.
- ☐ I know how to check if I have the right to work in the UK.



Housing in the UK

Housing in the UK

	landlord	A person who owns a house or flat and gets money called rent from people who live there.
	tenant	A person pays rent to live there.
	lease agreement (rental agreement)	A document signed by both the landlord and the tenant.
	private rented property	Housing owned by people and rented to tenants. This can be a room or a whole property.
	temporary accommodation	A room to live in. Normally used for a short time.
	council housing	Flats or houses owned by the council (sometimes called local authority).
	asylum accommodation	Temporary housing for those seeking asylum, often in hotels.
	hostels	A place where many people live in the same room. It is normally used as temporary housing.

Housing in the UK

	house	A building on its own land.
	flat	Part of a building that contains many individual living spaces.
	rent	The amount of money you pay each month for housing.
	Universal Credit	Money the government give you if you're unemployed, too ill to work or on a low wage.

Type of place to live

If you need a place to live, you can rent a room or a flat. You can stay in a:

Shared house

You have your own room. You share the kitchen and bathroom.



Room in a house

You rent one room.



Flat, apartment or house

You may live alone or with your family.



Housing in the UK

Task 2 : Housing vocabulary

Find the words hidden in the word search puzzle.



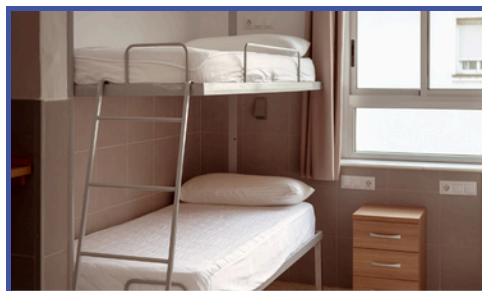
landlord	flat	tenant	house
hostel	rent	temporary	property
credit	universal	lease	council

l	a	t	e	b	o	r	d	c	d
f	e	e	f	g	h	i	j	k	l
l	a	n	d	l	o	r	d	m	n
a	o	a	p	q	r	r	e	n	t
t	s	n	t	u	v	w	x	y	e
z	a	t	b	h	o	u	s	e	m
c	d	e	f	o	g	h	i	j	p
k	l	m	n	s	o	p	q	r	o
s	t	u	v	t	w	x	y	z	r
p	r	o	p	e	r	t	y	a	a
b	c	d	e	l	c	f	g	h	r
u	n	i	v	e	r	s	a	L	y
a	e	i	o	u	e	a	a	e	y
e	e	f	d	r	d	c	t	a	m
t	y	a	b	c	i	c	e	s	a
b	s	a	e	o	t	i	o	e	u
c	o	u	n	c	i	l	s	a	x

Housing in the UK

Task 3: Looking for housing

Fill in the gaps using the vocabulary you have learnt.



_____ are used for temporary accommodation.



People sign a _____ with the landlord.



People pay _____ to their landlord.



People can get _____ from the government if they are not working.

Add your own sentence below, using the vocabulary you have learned.

Example: I am a tenant.

Housing in the UK

Task 4: Finding housing

Where would you look for housing? Link the pictures to the words.

Look online

Look in shop windows

Look in local papers

Ask friends



Can you think of other places where you can look for housing? Write them here:

Housing in the UK



Task 5: Visiting housing

In pairs practice making a call to the landlord to see a place to live.

Landlord: Hello

Tenant: Hello, I am calling about the room.

Landlord: Yes

Tenant: Is it still available?

Landlord: Yes, it is.

Tenant: Do you take Universal Credit?

Landlord: Yes, but only if it is paid to me, not you.

Tenant: Does the rent include bills and WiFi?

Landlord: It includes council tax, electricity, gas and water but not WiFi.

Tenant: Can I come and see the property next week?

Landlord: No, I can only show you it today after 7pm.

Tenant: OK I will be at the property at 7.30pm today.

Now circle the correct answer:

1. Is the flat available? yes no

2. Does the landlord take people who pay with Universal Credit? yes no

3. Does the rent cover all the bills? yes no

4. Can the tenant visit the property today? yes no

5. Is the tenant going to see the property? yes no

Task 6: Review

Answer the following questions:

1. What is Universal Credit? _____

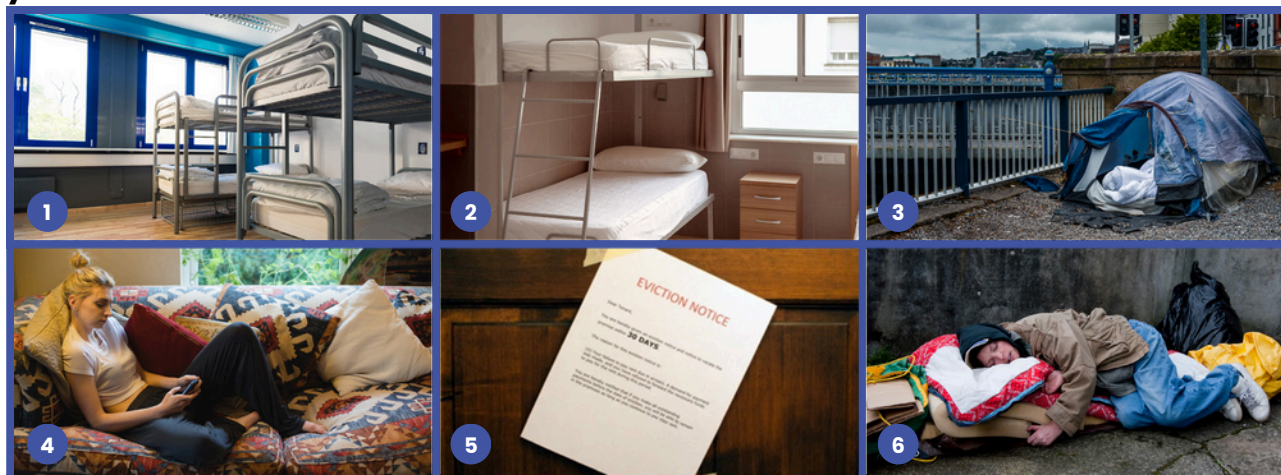
2. Who signs a lease agreement? _____

3. Give 3 ways you can look for housing. _____

Homelessness

Task 1: Homelessness vocabulary

Match the word or sentence to the picture. The first one has been completed for you.



Look at the pictures above and match them to the words below. The first one has been completed for you as an example.

6	sleeping rough		hostel		night shelter
	sleeping on the streets		eviction		sofa surfing

Task 2: What is homelessness?

Homelessness can happen to anyone. A person does not need to sleep on the street to be homeless.

A person may be called homeless if they are:

- living in places that are bad for their health
- staying in a or **shelter**
- in danger if they stay in their home
- staying in temporary (not long term) accommodation
- staying with friends or family. This might be called **sofa surfing**.
- **sleeping on the streets**

Homelessness

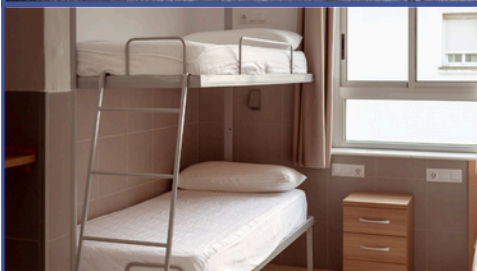
Complete the following sentences. The first one has been done for you.



She is homeless because she is staying in a hostel.



He is homeless because he is



I am homeless because I sleep in a



I am homeless because I am

Homelessness

Task 3 – Who can help?

Learn new vocabulary

Local Authority / Council	Government for your area
Location	Where you are
Charity	Help people in need
Outreach	People will come to you
Given notice to vacate	Told you must leave your property
Legal proceedings	Going to court
Vacate	Leave
Tenant	A person living in a landlord's property

	If a person has no home, or will lose their home in 8 weeks, their Council can help. They can call and ask for the housing office. Find the council at www.gov.uk/find-local-council
	If someone is sleeping outside, they can tell StreetLink. The local team will try to find them and help. Visit www.streetlink.org.uk
	If a person is homeless, has no place to sleep, or is worried, they can contact Shelter www.shelter.org.uk

Homelessness

Task 4: Eviction notice

When someone is evicted, they will get an eviction notice. This will tell them what will happen next.

Read the eviction notice below, then write the answers to the questions.

Eviction Notice

Reference Number: Z0987Y

Date: 16 June 2025

Tenant Name: Micheal Abbas

Property Address: 12 The Street, The Town, The UK

You are hereby given notice to vacate 12 The Street, The Town, The UK on or before: 16 July 2025, 30 days from the date of notice.

Reason for eviction: Unpaid rent of £1,500.

Failure to vacate will result in legal proceedings against you.

If you are at risk of becoming homeless because of this notice, you should contact your local authority for help.

Landlord Name: John Smith



Signed by Landlord:

Date: 16 June 2025

1. When was the eviction notice given to the tenant?
2. What is the address?
3. What should the tenant do if they are going to be homeless?
4. When do they have to leave the property?
5. Why are they going to be evicted?

Homelessness

Task 5: Asking for help



Practice making a call to the council to let them know you are homeless

A: Hello, this is the Holly Council Housing Office. How can I help?

B: Hello, I've been evicted. I am homeless. Can you help me?

A: Where do you live??

B: I live in London.

A: Do you know your local authority, or the town you are in?

B: Yes, I am in Waytown. The local authority is Holly.

A: OK, you have called the right place. What is your immigration status?

B: I have received refugee status and have the right to remain for 2 years.

A: Have you lived outside the UK recently.

B: Yes, I arrived in the UK 6 months ago.

A: Where do you sleep at night.

B: I stay with friends, family, whoever will let me sleep on their sofa.



Task 6: Review

Now answer the following questions

1. What does the word 'eviction' mean?

2. If you are 'sofa surfing' how are you living?

3. Where is the first place you should go for housing help?

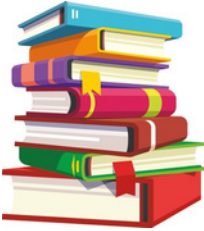
4. Which charities may be able to help you if you are homeless?

5. What does being homeless mean?

UK Services

Task 1: The library

A library is a building with many books. You can read books. You can **borrow** books to take home, but you must return them to the library. You can use computers. It is quiet in the library. It is free to use the library.

				
building	books	home	library	computer

Choose the word from the vocabulary above to complete the sentences. Some words you may have to use more than once.

A _____  is a _____  with many _____ 

You can read _____ 

You can borrow _____  to read at _____ 

To borrow means you will take them back to the _____ 

You can use a _____ 

It is quiet in the _____ 

UK Services

Task 2: How to join the library

To use the library, you'll need to visit the library to collect your library card with something that shows your contact details. You then fill in a form with your name, address, and phone number.



Practice filling out a form for the library:

Title: Mr ☐ Miss ☐ Ms ☐ Mrs ☐ Other:	
Surname	
First name	
Date of birth	
Postcode	
Email address	
Telephone Number	

What is your local library?

Name:

Address:

Opening hours:

UK Services

Task 3: Jobcentre

jobcentreplus

The Jobcentre is a place to help people find work. It is free. Anyone can go in.

- At the Jobcentre you can look for jobs on computers.
- At the Jobcentre you can write a CV, a paper about your work and education.
- At the Jobcentre you can prepare for job interviews.
- At the Jobcentre you can get help with how to claim money if you do not have a job.
- At the Jobcentre you can learn new skills.

Complete 5 sentences about what you can do in the Jobcentre. Start each sentence with 'I can...'. The first sentence has been done for you.

1. I can look for jobs.	look for jobs
2.	write a CV
3.	prepare for job interviews
4.	claim money
5.	learn new skills

UK Services

Task 4: Citizens Advice

- You can contact Citizens Advice by phone or online to get free help. Sometimes they can see you in person at their office or a place in the local area.
- You can get help with money, housing, work and immigration.
- They will keep what you say private.
- They can help everyone.
- They can help people who speak other languages.



How can you contact Citizens Advice? Look at the pictures above and match them to the words below. The first one has been completed for you as an example.

3	phone		email		In person
---	-------	--	-------	--	-----------

Check if the sentences below are true or false.

	True	False
1. You can phone Citizens Advice	☐	☐
2. You can email Citizens Advice	☐	☐
3. You can get advice in other languages	☐	☐
4. You can ask them about immigration	☐	☐
5. You can get free help	☐	☐

UK Services

Task 5: Review

1. What can you borrow from the library?

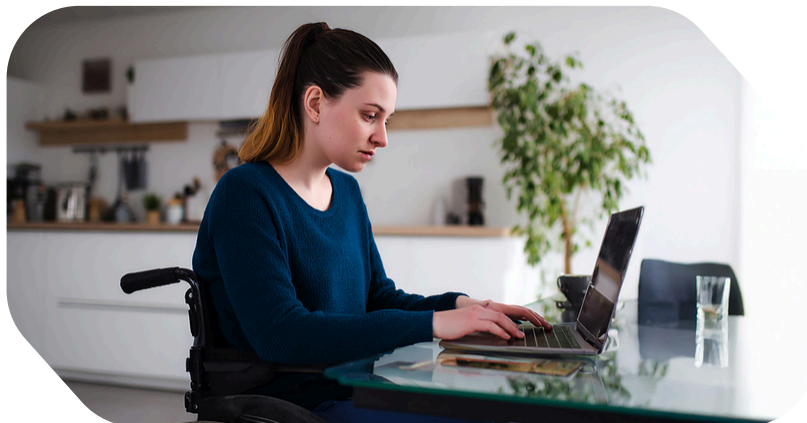
2. Where can you get help to write your CV?

3. Who can you contact for help about immigration?

4. How can you contact Citizens Advice?

Task 6: Checklist

- ☐ I know where local library is.
- ☐ I call fill in my personal details to borrow books from the library.
- ☐ I know where my local jobcentre is.
- ☐ I have checked the citizens advice website in my area and know how to contact them.



Local and national support

How do you find a place to live?

Look online at the websites to find a place to live:

London Lettings Network <https://lettingsnetwork.housingjustice.org.uk>

Spareroom www.spareroom.co.uk

Openrent www.openrent.co.uk

DSSmove app.dssmove.co.uk

You can also ask friends or people you know.

You can ask letting or 'estate' agencies. You might have to pay for them to help you find a place to live.

It can be easier to rent with other people.



What documents will you need?

To rent a room you must know how that you have the **right to rent** in the UK.

You might need the following documents:

ID – Home Office letter and eVisa on your UKVI account



Bank account – Most are free to open and have no fees.

You can find more information about opening a bank account on this website: https://england.shelter.org.uk/housing_advice/homelessness/how_to_open_a_bank_account



References – from college, hotel manager, or volunteer work



To help you get these documents you should:

- Have your an email address
- Have a mobile phone
- Download Google Lens and a QR scanner on your phone
- Download Tarjimly. A free translation app: <https://www.tarjimly.org/>
- Create a 'Share Code' from your E-Visa / UKVI account.

This will give your landlord permission to see your E-Visa.

You need this to prove you have the 'right to rent'

Local services and activities

Housing in London is very expensive so you may want to look at other places outside of London where rent is cheaper.

How much will it cost?

These are some of the things you may have to pay for when looking for a place to live.

Deposit

This is money you pay to the landlord before you rent somewhere to live. The deposit is normally the same as one months rent. If you follow all the rules that the landlord has given you will get this money back when you leave.



Rent

This is money paid to the landlord for living in the place. This might be weekly or monthly.



Bills

You may have to pay for gas, electricity, water, council tax or they may be included in the rent. Your Council Tax might be paid for you if you are on Universal Credit.



Furniture

- Beds, chairs, and tables are called furniture.
- Your furniture may be included in your rent.
- Sometimes you may have a place to live which is **not furnished** or **unfurnished**.
- Unfurnished means you will need to buy or borrow furniture.
- Sometimes people give furniture away for free on websites.



Local services and activities

Help with money

You can find out what benefits you might be able to apply for using the

Turn To Us Calculator: <https://benefits-calculator.turn2us.org.uk>

If you have no job or little money you may apply for **Universal Credit** (UC) from **DWP** (Department of Work and Pensions). This gives you money to help with rent and living costs until you get a job.

It is important to know that the money from UC may not be enough to pay for all your rent.

Find out more at www.gov.uk/universal-credit/how-to-claim or call **0800 328 5644**.

Citizens Advice Kingston can help you with application forms for benefits.

Go to their website to find out how you can contact them:

www.citizensadvicekingston.org.uk

Refugees can apply for a **Refugee Integration Loan**. It is up to £500 but can take 12 weeks to come. This money will need to be paid back.

www.gov.uk/refugee-integration-loan

People who live in Kingston may be able to apply for up to £300 for the Household Support Fund.

www.kingston.gov.uk/benefits-5/household-support-fund



Local services and activities

What to do if you are homeless

If you are homeless, you can get help from the following places. They may not be able to give you a place to stay.



The Council

The area you live in will be part of a borough. This borough will have a council that is part of the UK Government. The Council is responsible for community services, including education, health and waste management.

If you are homeless, you will need a local connection with the Council to get help. A local connection might include a job, close family members who live in the area, or the area you may have lived in either in asylum support accommodation or other housing. If you are in a new area, you may have to go to the Council in your old area for help.

The housing team at **Kingston Council** can provide you with information if you have lived in Kingston. Go to the website:

www.kingston.gov.uk/housing-options-advice/housing-advice/1

The council must **assess your needs** if you are homeless or at risk of becoming homeless. They **do not have to give you a place to live** unless you are in **priority need**.

If you have a priority need you must let the Council know and provide proof of this. Visit the Shelter website for more information:

https://england.shelter.org.uk/housing_advice/homelessness/priority_need

In the UK, you must show proof if you have problems. This is called evidence.

This evidence can be written in a letter to tell the council about your problems.

This helps the council understand that you need help. Visit the website to see what the letter needs to have: https://england.shelter.org.uk/housing_advice/homelessness/priority_need/letter_template

If you have a priority need the Council might offer you a place to live. This place does not have to be near where you live. This place can be anywhere in the UK. You should speak to someone before making your choice. If you say no, they might not be able to find you a place to live.

Local services and activities

Who else can help?



Shelter give housing advice and information. They do not provide housing directly.

 Call **0808 800 4444**

 Visit https://england.shelter.org.uk/housing_advice/homelessness



Citizens Advice Kingston can help with money and forms

 Visit www.citizensadvicekingston.org.uk



StreetLink can visit you if you are sleeping outside and will give you information to keep safe. You need to be able to tell them where you are and what you are wearing. If you move, they may not find you. Keep your phone on and charged as they may call you.

 You can also call **0300 500 0914**

 Use StreetLink: <https://thestreetlink.org.uk>

Local services and activities



Homeless Link

Homeless England website with information on emergency places to sleep.

 Visit <https://homeless.org.uk/homeless-england>



Connected Kingston website with local support in Kingston. You can find free places to eat or day centres where you can get shelter or showers during the day.

 Visit <https://connectedkingston.uk/categories/housing-and-accommodation>



Tarjimly is an app that helps you speak to someone in your language. It is free.

! Do not use Tarjimly for private or sensitive conversations.

 Visit www.tarjimly.org

Get ready to find your own room – Action Pack and “Move On Workshops”



SUPPORTED BY

LEAH Learn English At Home

28+ days Timeline from Discontinuation Letter (Refugee Status / Leave to Remain)

Day 28 after the ASDL / Discontinuation Letter: Leave Home Office accommodation

Your Actions to find new accommodation and money to live on.	Actions Home Office (UK Government/ immigration)	Day 1–3	Week 1	ASDL Don't know when	21 days after ASDL	Day 28 after the ASDL / Discontinuation Letter: Leave Home Office accommodation
		Home Office Decision letter says you have Refugee Status or other Leave to Remain. E-Visa on your new UKVI Account.	Invitation from Home Office 'Move On' or 'AMLO' team <i>Invitation to see them for valuable help.</i>	Asylum Support Discontinuation Letter "ASDL" – 28 days to go out of Home Office accommodation.	3 Weeks Later (after 'ASDL') Notice to Quit (NTQ or NTV) =letter from hotel giving you 7 days to go out of the accommodation.	
		<i>From the day of your Decision Letter; you might have only just over 28 days to find somewhere to live.</i> - Go online and tell the Local Council you are homeless. - Look how much money you will get for rent. https://lha-direct.voa.gov.uk/BedRoomCalculator.aspx - Apply for 'Universal Credit' (UC) money https://www.gov.uk/universal-credit/how-to-claim - Ask for 'Advance Payment' on UC money. - Apply for 'Refugee Integration Loan' https://www.gov.uk/refugee-integration-loan - Families apply for 'Child Benefit'. - Get a bank account.	- Meet the Home Office 'AMLO team' for advice. - Also look for your own room with a private landlord. - Look for a paid job, ask the 'Job Centre' to help.	- Tell the Council Housing team you have your 'Discontinuation Letter' (28 days to the end of the accommodation). - Ask the Council Housing team for extra help with money to pay for your room (Discretionary Housing Payment). - See if you have your UC 'Advance Payment' money.	If you do not have a room yet find help If you do not have a room yet find help https://refugeesathome.org https://housingjustice.org.uk/london-lettings-network https://www.shelter.org.uk https://www.crisis.org.uk/get-help/how-crisis-can-help-you/ If you get a room... - Get a 'rental' or 'lease' agreement²: give it to Job Centre/on your UC account to get rent.	After leaving HO accommodation - If you do not have a room yet contact Streetlink www.thestreetlink.org.uk Ring Shelter 0808 800 4444 before 5pm. - Tell the Council if you are sleeping outside.

1 – A private landlord is a person who owns a house or flat and gets money called rent from people who live there.

2 – A 'rental' or 'lease' agreement is a document signed by both the landlord and you. It shows the terms and rules for living in the property.