Housing booklet

Entry Level 2

THE ROYAL BOROUGH OF KINGSTON UPON THAMES

REAP Refugees in Effective and Active Partnership

LEAH Learn English At Home

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.

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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 the country you are a citizen of. People can have more than one.
personal details	**Personal details** Surname: / Fiorenames: Maiden Name if (if applicable): / Preffered Name (if applicable): Date of Birth: Home Address: Postcode: Home telephone:Mobile:	Shows details about you. Most forms will ask for this information.
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: Verbs

A verb is a word that shows an action. It is sometimes called a 'doing' word. Verbs are used in every sentence to say what someone or something does or is.

See examples of verbs below:

show	You can **show** your passport.
get	You **get** your immigration status from the Home Office.
work	You have the right to **work**.
study	Your immigration status shows if you can **study**.

show

get

work

study

Identify the verbs in the questions below. Underline them. Write your answers underlining the verbs in the answers.

1. What shows which country you are a citizen of?

_____

2. Where do you get your immigration status from?

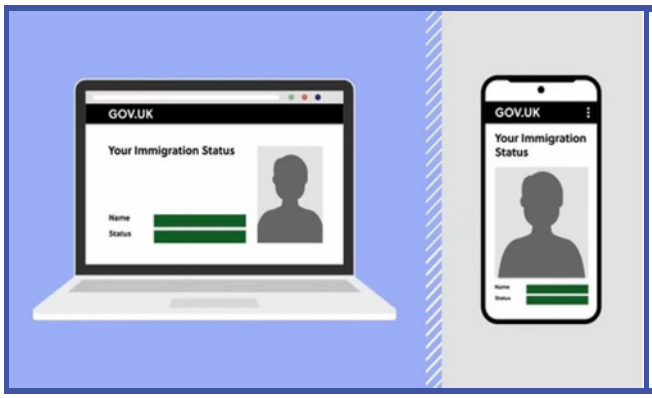
_____

3. How can you show you can work in the UK?

_____

Documentation

Task 3: eVisas



Shows, on a computer or a mobile phone:

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

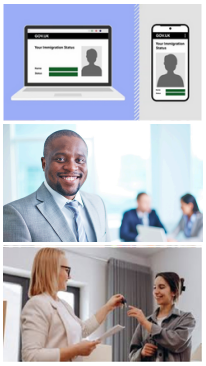
show	write	work	live	study

Complete the sentences below inserting a verb in the gap from the verbs above.

1. I can _ _ _ _ my right to _ _ _ _ on my eVisa.
2. I will have to _ _ _ _ _ my personal details on many forms.
3. My immigration status gives me the right to _ _ _ _ in the UK.
4. I am in the UK to _ _ _ _ _ at university.

Documentation

Task 4: Share codes vocabulary



United Kingdom Visa and Immigration account (UKVI)	You get this online. Then you can get an eVisa and share code.
employer	A person or company that 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:

A share code is free and can be shown for 90 days.
After that you can get a new one.
Once you have set up your United Kingdom Visa and Immigration (UKVI) account you can get a share code.
You will need to show your share code to your employer.
This shows you have the right to work in the UK.
If you study in the UK, you will show the share code to your university.
If you are living in the UK, you show a share code to your landlord to show your immigration status.

Now underline all the verbs you can find in the writing above.

Write 3 sentences about what share codes can be used for.

1. _____

2. _____

3. _____

Documentation

Task 4: Review

Now answer the following questions:

1. Who can you show a share code to?

2. What is a verb?

3. Write two sentences about documentation in the UK underlining the verbs.

Housing in the UK

Task 1: Housing vocabulary

	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. This shows the terms and rules for living in the property.
	private rented property	Housing owned by landlords and rented to tenants. This can be a room with a shared bathroom and kitchen, 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. People can stay there until a decision on their claim for asylum is made.
	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 with their own bathroom and kitchen.
	rent	The amount of money paid each month for housing to the Landlord.
UC Universal Credit	Universal Credit	Money the UK Government pays for your housing if you are out of work or on low income.

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 exercise using joining words

Conjunctions are also known as joining words.	
and	Adds similar information to the sentence.
but	Joins two sentences which have different ideas.

Examples

"I have seen a flat, **and** a house."

"I want a flat, **but** I need a garden."

Sometimes you can use the conjunction **but** or **and** to give or compare additional information.

Examples

"The flat was small, **and** it had a big garden."	This gives additional information.
"The flat was small, **but** it had a big garden."	This compares information.

Complete the sentences using the conjunctions, and or but.

1. I live in a house, ___ the rent is too high.

2. I would like a flat with a dishwasher, ___ a washing machine.

3. There is a flat for rent, ___ it is too far from the station.

4. My rent is paid by Universal Credit, ___ it goes straight to my landlord.

5. I was living in a hostel, ___ now I have found a room to rent.

6. My house has a garden at the front ___ the back.

7. I am going to phone my council ___ ask them for help with housing.

8. I have the right to remain in the UK, ___ I have applied for Universal Credit to pay for a flat, ___ I don't know how quickly I will get it.

Task 3: Looking for housing

Read/listen to the following:

There are many types of housing in the UK. You can live in a house or a flat. Some people rent from a landlord, but others live in council housing. If you need help, you can ask friends, look in local papers, check shop windows, or look online.

Now answer the following questions:

What two types of housing are mentioned? Use 'and' in your answer.

1. _____
2. _____

Name two ways to find housing?

1. _____
2. _____

What other ways could you use to find housing?

1. _____
2. _____

Housing in the UK

Task 4: 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 you have for rent. I saw a sign in the local shop window, and I wanted to ask if it's still available.

Landlord: Yes, it is.

Tenant: Do you need a deposit, and how much is it?

Landlord: Yes, you must pay a month's rent as a deposit. You get this back when you move out if you have kept the room in good condition.

Tenant: Will you take Universal Credit as payment for the room?

Landlord: Yes, but only if it is paid directly to me. You must pay the deposit and the first month's rent on the day you move in. You can't move in until the Universal Credit payments are set up.

Tenant: Does the rent include bills and WiFi?

Landlord: It includes council tax, electricity, gas and water but not WiFi. You have to set up and pay for 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 and I will bring my friend.

1. Underline the joining words in the conversation.

2. Now answer the questions:

Where did the man find the sign for the house? _____

How much is the deposit? _____

Is WiFi included? _____

Can he visit the house next week? _____

Housing in the UK

Task 5: Review

Answer the following questions:

1. What is Universal Credit?

_____

2. Who signs a lease agreement? Use the joining word '**and**' in your answer.

_____

3. Give two ways to look for housing using conjunctions.

_____

4. Make a sentence with '**but**' and a sentence with '**and**' about what you would look for when finding housing.

_____

5. Rearrange the letters to find the words from the vocabulary in Task 1.

oshlte	cncilou	hsoue	oraytepmr

Homelessness

Task 1: Homelessness vocabulary

Did you know 4,500 people sleep rough in England every night?

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 hostel 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

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

Homelessness

Complete these sentences using the vocabulary above.

1. He is _____ _____, moving regularly to sleep with friends and family, because he is homeless.

2. He is_____ __ ___ _____ with no shelter or privacy because he is homeless.

3. The people here have an _____ _____ notice. They will have to leave the property.

Task 2: Present simple and past simple tenses?

Present Simple

We use it for things that are always true	Example: I live with my family.
We use it for habits or routines	Example: On Saturdays I stay at my Aunt's house.

Past Simple

We use it for things that have happened in the past.	Example: I lived on the street last year. He stayed in a shelter.

Homelessness

Read the grammar information above and then underline three present simple and two past simple verbs (action words) in below:

People are homeless if they sleep outside or live in hostels. Ahmed lives in a shelter.

Before, he slept outside. Last year, Maria lived in a hostel.

Complete the following sentences using past or present tense:

Live	Last month I _____ with my friend.
Stay	I _____ in a shelter last year.
Live	I _____ in a small flat.
Sleep	Last year he _____ in a park.

Homelessness

Task 3: Who can help?

Match the word to the definition. The first one has been done for you.

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

Homelessness

GOV·UK	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**
streetlink	If someone is sleeping outside, they can tell StreetLink. The local team will try to find them and help. Visit **www.streetlink.org.uk**
SHELTER	If a person is homeless, has no place to sleep, or is worried, they can contact Shelter **www.shelter.org.uk**

Write a sentence about each organisation above using the present tense. The first one has been done for you.

1. The council can help me because I will lose my home in 8 weeks.

2.

3.

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.

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

Homelessness

Now write the answers to the questions in full sentences using the past tense.

The first one has been done for you.

1. When was the eviction notice given to the tenant?

The eviction notice was given to the tenant on 16 June 2025.

2. What was the address of the property that the tenant was being evicted from?

_____

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 sleep at my friend's flat. She lets me sleep on her sofa.

Now underline the verbs in this role play that show past tense. The first one is done for you.

Homelessness

Task 6: Review

Now write the answers to 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?

_____

6. Write a sentence about housing using the present simple.

_____

7. Write a sentence about housing using the past simple.

_____

UK Services

Task 1: The library

A library is a building with many resources. There are books but also computers, which have online resources. Members of staff can help you find what you need. You can read books in the library or borrow them and take them home if you become a member. You will need to return them after a few days.

Match the vocabulary to the meaning. The first one has been done for you

Borrow	Give, put, or send (something) back to a place or person.
Return	A supply of something.
Member	**Use something belonging to someone else with their permission and then return it to them.**
Resources	To belong to a group.

Present tense

We use it to speak about things that are happening now, or things that happen regularly.	Example: I go to the library every Tuesday.

Future tense

We use it to speak about things we are planning to do.	Example: I am going to visit the library on Saturday.

UK Services

Read the grammar information above and then rewrite sentences using the future tense. The first sentence has been done for you.

1. I borrow books.

   I am going to borrow books.

2. I return books on Saturday.

_____

3. I am at the library.

_____

4. I use online resources.

_____

What is your local library?

Name:

Address:

Opening hours:

Task 2: How to join the library

You need to become a member of the library to use their resources. You can do this by completing a form. You will also need to show something with your name and address on.

Write a sentence about what you need to show to the library to join.

_____

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	

Task 3: Jobcentre

jobcentreplus

Low income	**Only having a little amount of money to live on each month.**
CV	**A document that tells employers about your work and education.**
Employers	**The people you work for.**
Skills	**Things you can do e. g. typing, building.**
Benefits	**Money the government give you if you're unemployed, too ill to work or on a low wage.**
Experience	**Where you have worked or volunteered.**
Interviews	**When you meet your employer to talk about the job, your skills and experience before you get the job.**

The Jobcentre, also called Jobcentre Plus, is a place to help people find work, build their skills and practice for interviews.
The staff can help people with claims for benefits if they are not working or on low income.
All their resources are **free** to use.

Complete 5 sentences about what you are going to do in the Job Centre using the future tense. Start each sentence with 'I am going to'.

1. _____
2. _____
3. _____
4. _____
5. _____

UK Services

Task 4: Citizens Advice

Citizens Advice is a charity that provides **free advice and support with money, housing, work and immigration problems.**

They can't give you money, food or a place to stay but will let you know who you can go to get this help.

They can **help everyone** and can help people who speak other languages. They will keep what you say private.

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.

Check if the sentences below are true or false.

	True	False
1. You can phone Citizens Advice		
2. Citizens Advice can give you money for food		
3. You can get advice in other languages		
4. You can ask them about immigration		
5. You have to pay for help from Citizens Advice		
6. You can email Citizens Advice		

Can

We use it to express ability, possibility or to make requests and ask for/give permission	Examples: I can use my phone. I can ask them about immigration. Can I come to your house tomorrow?

UK Services

Task 5: Review

1. Why would it be a good idea to join a library?

2. If you want help to write your CV, where can you go, and what things should be on your CV?

3. You have questions about your immigration status, but your English is not good, who can you contact for help?

4. Give the different ways you can contact Citizens Advice?

5. Write 2 things that you are going to do after this lesson using the future tense.

Task 6: Checklist

- ☐ I know where local library is.
- ☐ I know who to ask for help with writing my CV.
- ☐ 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

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

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"

REAP Refugees in Effective and Active Partnership

SUPPORTED BY LEAH Learn English At Home

28+ days Timeline from Discontinuation Letter

(Refugee Status / Leave to Remain)

Actions Home Office (UK Government/ immigration)

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
Invitation to see them for valuable help.

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.

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

Your Actions to find new accommodation and money to liveon.

Day 1–3

From the day of your Decision Letter; you might have only just over 28 days to find somewhere to live.

- 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.

Week 1

- Meet the Home Office '**AMLO team**' for advice.
- Also look for your own room with a private landlord1.
- Look for a paid job, ask the '**Job Centre**' to help.

ASDL Don't know when

- 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.

21 days after ASDL

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.