



Private Renting in Woking

Homes for Ukraine

The Lighthouse

13 September 2022



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Homes for Ukraine & WBC

- Follow National guidance
- Safeguarding checks before & after arrival
- Property standards more flexible than usual
- Issuing guest and sponsor payments
- Home visits after arrival
- Updating the Home Office
- Re-matching
- General advice



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Homes for Ukraine in Woking

- Amazing response from Woking residents
- 160+ matched sponsor households
- Just under 400 Expressions of Interest
- Over 180 properties inspected
- 247 Interim payments issued
- 278 DBS checks initiated
- 100 Thank you sponsor payments set up



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Next steps from 4 months.



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Moving on

- Do you need to move or do you want to move on?
- If you need to move on please contact refugee.support@woking.gov.uk and give 2 months notice
- Local Authorities/Woking Borough Council follow the national guidance to support Homes for Ukraine guests



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National guidance to Local Authorities

- Re-matching
- Can only be used for the Homes for Ukraine visa route
- Rematching should only take place if one or more of the following applies:
 - A) Only when the council determines it is genuinely not viable or safe for the Ukrainian guest(s) to stay where they are
 - B) Because of failed DBS or accommodation checks



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If a re-match is not possible

- Housing assessment
 - Homelessness Reduction Act legislation
- Emergency accommodation for 1 month+
 - outside of Woking & shared facilities
- Assist a move to private rented accommodation
- 120 applicants on waiting list for Let's Rent private rented offer
- Current demand for social housing
 - 1,000 applicants on waiting list
 - up to 6 year wait for social housing
 - Eligibility criteria



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If you want to move on after 6 months (National guidance)

- [Your living arrangements 4 to 6 months after moving to the UK - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- You should inform the Council 2 months before if possible
- You are encouraged to find a new host yourself and Woking Borough Council will carry out safety checks before you move
- You can look for private rented accommodation



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Where to find properties to rent

Online

www.zoopla.co.uk

www.rightmove.co.uk

www.thamesweyhousing.co.uk

In person

- Letting Agents
- Landlords

- These are all regulated and must abide by the law.
- Letting Agents must also be members of a Redress Scheme.
- A private landlord must also abide by the law and provide a safe property.



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Very high demand

- Woking and Surrey are very high demand areas to live
- The rents are above the national average
- Most rents are above the amount that benefits will cover

Size	No. Audit	Av. £	Above LHA	Below LHA	Average
Studio	34	£871.76	21	13	£24.08
1 bed	103	£1,032.67	99	4	£ 184.99
2 bed	141	£1,331.10	129	12	£ 234.12
3 bed	45	£1,695.00	42	3	£ 320.76
4 bed	33	£2,763.64	32	1	£ 968.56
			Total Average (365)		£ 278.88



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Who are you renting from?

- Watch out for scams!
- Make sure you know your landlords name, address and contact details in the UK.
- Do not pay rent until you have this.

If the 'landlord' is not the property owner – and they claim to be a tenant, a family member or a friend, be very cautious, as it could be an unlawful sub-letting.



They might be breaking the law by renting it to you if they do not own the property.



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Tenancy Deposits



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Deposits must be protected

Your landlord must put your deposit in a government-approved tenancy deposit scheme (TDP) if you rent your home on an assured shorthold tenancy that started after 6 April 2007. In England and Wales your deposit can be registered with:

- [Deposit Protection Service](#)
- [MyDeposits](#) - including deposits that were held by Capita
- [Tenancy Deposit Scheme](#)

If you don't rent your home on an assured shorthold tenancy, your landlord can accept valuable items (for example a car or watch) as a deposit instead of money. The items won't be protected by a scheme.



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Why your deposit must be protected

They make sure you'll get your deposit back if you:

- meet the terms of your tenancy agreement
- don't damage the property
- pay your rent and bills

Your landlord or letting agent must put your deposit in the scheme within 30 days of getting it.

At the end of your tenancy

Your landlord must return your deposit within 10 days of you both agreeing how much you'll get back.

If you're in a dispute with your landlord, then your deposit will be protected in the TDP scheme until the issue is sorted out.



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Information landlords must give tenants

Once your landlord has received your deposit, they have 30 days to tell you:

- the address of the rented property
- how much deposit you've paid
- how the deposit is protected
- the name and contact details of the tenancy deposit protection (TDP) scheme and its dispute resolution service
- their (or the letting agency's) name and contact details
- the name and contact details of any third party that's paid the deposit
- why they would keep some or all of the deposit
- how to apply to get the deposit back
- what to do if you can't get hold of the landlord at the end of the tenancy
- what to do if there's a dispute over the deposit



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Disputes and problems

If there's a dispute over a deposit

Your tenancy deposit protection (TDP) scheme offers a free dispute resolution service if you disagree with your landlord about how much deposit should be returned.

You don't have to use the service but if you do, both you and the landlord have to agree to it. You'll both be asked to provide evidence, and the decision made about your deposit will be final.

If your deposit is not held by an approved TDP scheme

You may be able to [apply to your local county court to get your deposit back](#) if your deposit was not protected by an approved TDP scheme.

You should write to your landlord and your letting agent (if you have one) before you make a claim. Your landlord or agent may offer to pay your deposit back after they get a letter to avoid legal costs.



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How to rent guide



How to rent

The checklist for renting in England



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How to Rent guide

Посібник «Як Орендувати»

- **Ukrainian – Українською мовою**
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1093993/How_to_rent_easy_read_Ukrainian_translation.pdf
- **Russian**
[Как арендовать жилье Легко читаемая версия \(ERV\) \(publishing.service.gov.uk\)](#)
- **English**
 - [How to rent - GOV.UK \(www.gov.uk\)](#)
 - [ISL192 20 how to rent \(publishing.service.gov.uk\)](#)
 - [How to Rent - A Safe Home - A guide for current and prospective tenants in England \(publishing.service.gov.uk\)](#)



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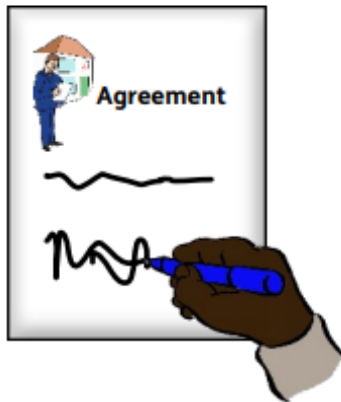


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The government wrote this guide for assured shorthold tenancies.



A tenancy is an agreement between the landlord who owns the room, flat or house and the tenant who rents it.



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A tenancy agreement gives you important rights as well as responsibilities.



Do not let anyone rush you into deciding about the tenancy or signing paperwork.

Take your time. Think about everything and make sure you understand what you are agreeing to.



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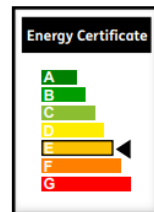


Papers your landlord **MUST** give you



Papers the landlord **MUST** give you

- a printed copy of this How to Rent guide. They can email a copy if you prefer.
- a gas safety certificate when you move in and a new one each year when the gas is checked. They must give you a new certificate if they fit any new gas equipment.
- paperwork to show you paid a deposit and they will keep the money safe.
- an Energy Performance Certificate that says how much it costs to heat and run the property. This should say band E or higher.
You can find energy certificates here: tinyurl.com/energy-certificate



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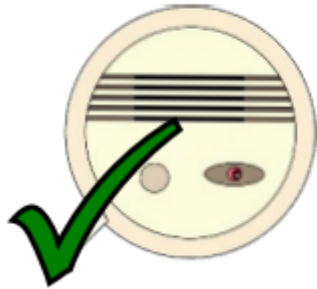
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Papers your landlord should give you



- papers about electrical checks. The law says a trained electrician must check the property every 5 years. Your landlord must prove this is done. There is more information here tinyurl.com/electrical-checks



- proof that smoke and carbon monoxide alarms are working when you move in. Tenants should check them often.



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Do you have all the paperwork you need?

The law says the landlord must check that:

- you are who you say you are
- you are allowed to live in the UK.

Do you have the right to rent property?

Landlords must check that anyone over 18 years old is allowed to rent property in the UK.



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Tenant Fees Act

Allowed

- Rent
- Refundable holding fee - maximum 1 week
- Refundable tenancy deposit - maximum 5 weeks rent
- Payments associated with the tenancy when tenant ends the tenancy early
- Cap of £50 for tenancy variations
- Utilities, TV licence, Council Tax, broadband and phone lines
- Default fee for late payment of rent, replacement/replacing lost keys if the Tenancy Agreement has this written in

Banned

- Viewing fees
- Charges to set up the tenancy and contract
- Check out fee/any fee for leaving the property
- Fees the landlord is responsible for paying



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What and where can you afford?



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Up front costs

- Rent in advance
 - 1 month
 - 6 months
- Holding fee (1 weeks rent and repayable)
- Cash deposit (maximum 5 weeks rent)
- You will need to pass a credit check **or** pay 6 months rent in advance and/or provide a guarantor.
- The Council cannot act as a guarantor.



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What can you afford?

Most people can afford to spend about one third of their monthly money on rent. But this depends on what other things you have to pay for.

Benefits like Housing Benefit or Universal Credit might help pay for some or all of your rent.

Benefit calculator

<https://woking.entitledto.co.uk>

Budget tool

<https://budgetnew.entitledto.co.uk/woking>

[Understanding Local Housing Allowances rates and broad rental market areas - GOV.UK](#)
(www.gov.uk)



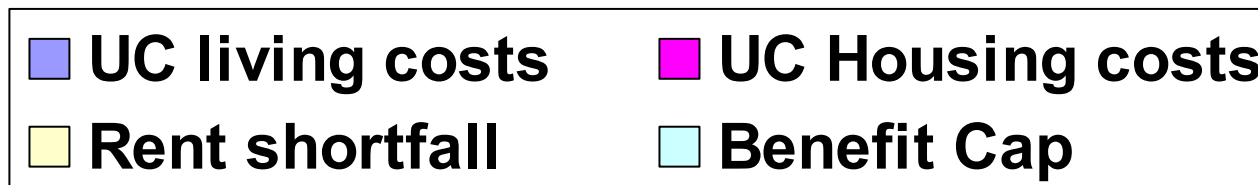
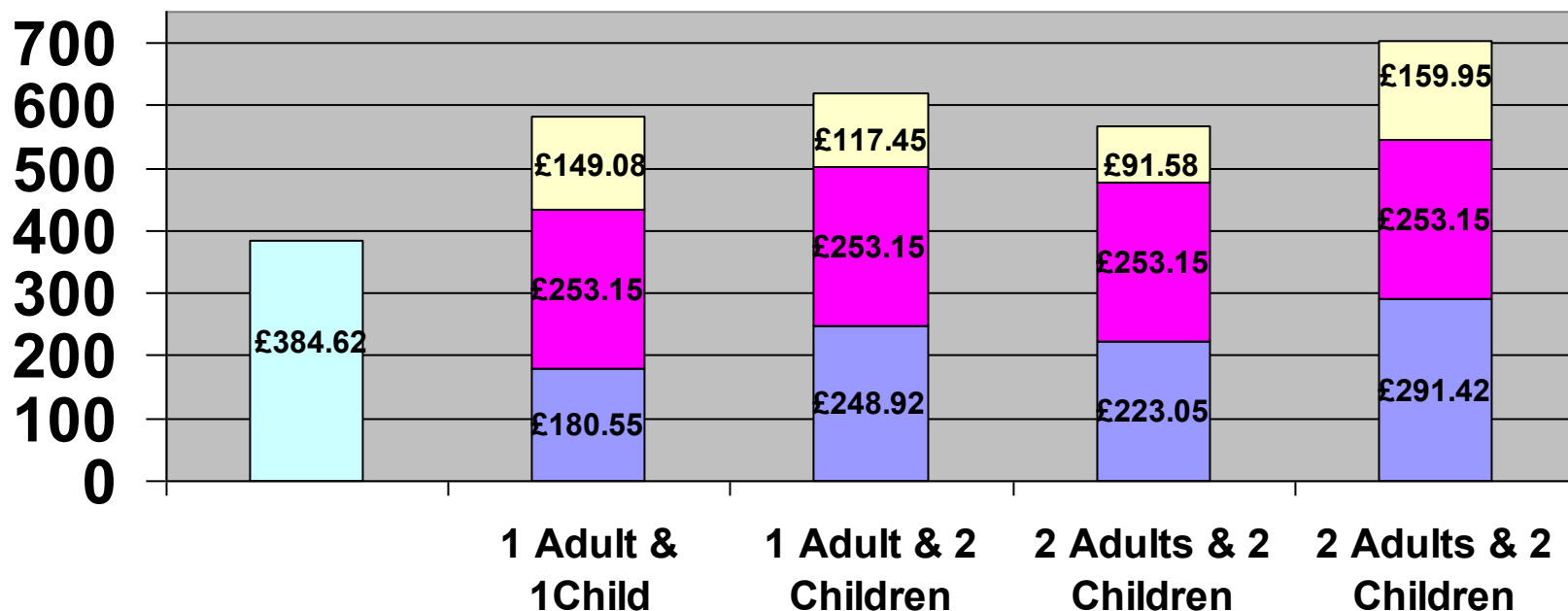
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2 Bedroom need



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Surrounding areas?

- Looking outside Woking might be more affordable

Woking + 0 miles Min Price to Max Price 2 Bed to 2 Bed

Cleve Court, Anchor Hill, Knaphill, Woking
Flat | 2 | 1

This well presented two bedroom ground floor apartment features a modern kitchen, and forms part of a popular small development within a stone's throw of Knaphill Village centre, and just a short

Added on 01/09/2022 by Manners Residential Limited, Woking

£975 pcm
£225 pw

MANNERS 01483 968122
Local call rate Contact Save

Aldershot + 0 miles Min Price to Max Price 2 Bed to 2 Bed

Prioritise properties with... + Add keyword

Highland Road, Aldershot
Maisonette | 2 | 1

BRIDGES - Available Late September (Furnished) * No Tenant Set Up Fee * This two bedroom maisonette is ideal for professionals and is close to both the town centre and train station

Reduced on 22/08/2022 by Bridges Estate Agents, Aldershot

£850 pcm
£190 pw

Bridges 01252 221934
Local call rate Contact Save



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Rights and responsibilities



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Rights and responsibilities

Rights

- A written tenancy agreement
- Cash deposit protected
- Landlords must legally keep their properties safe, healthy and free from things that could cause serious harm, according to the Homes (Fitness for Human Habitation) Act 2018.
- Landlords are responsible for carrying out most repairs.
- The correct notice to end the tenancy which is usually a Section 21 notice giving at least 2 months

Responsibilities

- Pay the rent in full and on time
- Report any repairs to your landlord as soon as you see them
- Allow reasonable access to the landlord or contractor to carry out repairs
- Not to cause or allow visitors to cause damage to the property



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Permission needed from your landlord

- Decorate
- Repairs
- Change to electricity or gas to a pay metre
- Pets
- Smoking
- Install Sky
- Move new people in
- **Always ask for permission in writing**



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Is the property safe?

- is there at least one smoke alarm on each floor of the house?
- is there a carbon monoxide alarm if you have solid fuel appliances like wood burning stove, gas or open fire?
- have you seen the gas safety certificate?
- have you got an Energy Performance Certificate that says how much it costs to heat and run the property?
- is there a report to say the electricity is safe?
- does the water and the heating work?
- do you know what to do if there is a fire?
- when is rubbish and recycling collected?
- do things like toilets and windows work?



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Gas Safety

- Gas Safety certificate every year

LANDLORD/HOMEOWNER GAS SAFETY RECORD

The record can be used to document the outcomes of the checks and tests required by The Gas Safety (Installation and Use) Regulations. Some of the outcomes are as a result of visual inspection only and are recorded where appropriate. Outlets specifically recorded as 'checked' inspection of the flue being, combustion or safety if has been performed. Registered Gas Engineer details can be checked at www.gassaferegister.co.uk or by calling 0800 438 0000.

Details of Registered Business

Gas Safe Register No.
Registered Engineer's Name
Gas Safe Register Licence Number
Business
Address
Postcode
Contact No.

Details of Site

Name (Mr/Mrs/Miss/Ms)
Address
Postcode
Contact No.

Details of Landlord/Homeowner or agent where applicable

Name (Mr/Mrs/Miss/Ms)
Address
Postcode
Contact No.

Appliance Details

Location of	Type	Manufacturer	Model	Gas Safe Register No. (if applicable)	Inspected	Type of Risk
1						
2						
3						
4						

Inspection Details

Operating pressure in boiler and/or heat input valve or duct	Operation of safety devices (Pressure/Flame)	Ventilation satisfactory	Visual condition of flue and termination (Pass/Fail/NA)	Flue operation checked (Pass/Fail/NA)	Combustion analyser reading (if applicable)	Sealed (Yes/No)	SAFE TO USE (Yes/No)
1							
2							
3							
4							

Any Defects Identified

1	
2	
3	
4	

Remedial Action Taken (where appropriate correspond to defects above)

1	
2	
3	
4	

Details of Work carried out

1	
2	
3	
4	

Number of Appliances tested:

Outcome of gas installation pipework visual inspection? Pass / Fail / NA
Outcome of gas supply pipework visual inspection? Pass / Fail / NA
Is the Emergency Control Valve access satisfactory? Pass / Fail
Outcome of gas tightness test? Pass / Fail / NA
Is the Protective Equipment/Earthing satisfactory? Pass / Fail

Record issued by: Signature
Print Name
Received by: Signature
Date appliance(s)/flue(s) checked

ATTENTION
Next safety check due by:

Do not forget to re-order your gas using reference GSR LGSR PAC2 at www.gassaferegister.co.uk

This column tells you if the gas appliances in your home are safe to use. You should contact your landlord or agent if you have any questions or concerns.

*sample gas safety record image provided by www.gassaferegister.co.uk



Energy Performance Certificate

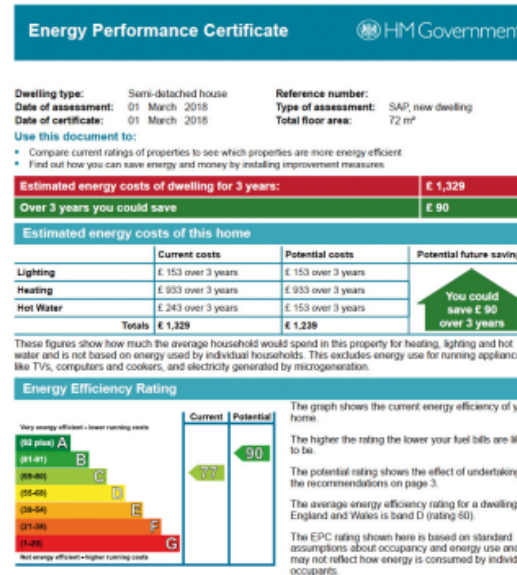
Energy Performance Certificate (EPC)

The EPC will:

- give an indication of running costs of the property (bills for gas and electricity)
- tell you the overall energy efficiency rating for the property
- help you identify drawbacks to the property; such as solid walls, uninsulated roof, single glazed windows etc., which could lead to excess cold and/or increased heating costs
- list improvements that have been recommended; such as double glazed windows, loft insulation (this is not an exhaustive list)

Landlords must:

- provide a valid EPC to someone who is interested in renting the property, at the earliest opportunity
- provide a valid EPC to the person who ultimately becomes the tenant
- show the energy rating of the home when it is being advertised
- improve properties with Energy Performance Certificate (EPC) ratings of F or G by carrying out energy efficiency works before they can be rented out for new tenancies.



Smoke and carbon monoxide alarms

Smoke and carbon monoxide alarms

All properties must have:

- working smoke alarms on every floor used as living accommodation
- a carbon monoxide alarm in all rooms using solid fuels – such as a coal fire or wood burning stove



Landlords must make sure that alarms are working on the first day of the tenancy. After that, tenants should take responsibility for their own safety and test alarms regularly to make sure they are working and replace the batteries where needed. Landlords must pay for the cost of a broken or faulty alarm.

Houses in Multiple Occupation usually require additional fire safety measures such as heat alarms, fire extinguishers and fire blankets. For more information see this [guidance](#).



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Electrical safety tests

Electrical safety

Under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, landlords have to get their property electrics checked at least every five years by a properly qualified person. This applies to new tenancies from 1 July 2020 and existing tenancies from 1 April 2021. The electrical installations must be safe and your landlord must give you proof of this. For more information please see our [guidance on electrical safety standards in the private rented sector](#).



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Licensing schemes



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Does your property need a licence?

The law says landlords must have a licence for some privately rented homes. The licence shows that the property is fit to live in and managed well.

Houses in Multiple Occupation (HMOs)

An HMO is usually a larger house with 3 or more people not from the same family, sharing. Check your landlord has the right HMO licence.

Selective Licensing

Sometimes the rented homes in an area all need a licence even if just one family lives there.

It lets the council check these homes are ok.

Your council can tell you if this is true for where you want to live.



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Woking Selective Licensing Scheme

Woking has a Selective Licensing scheme in the Canalside ward

A licence is needed even if just one family lives there.

You can find a list of streets covered by the scheme in the link below:

[Selective licensing scheme area | Woking Borough Council](#)



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From guest to lodger



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Moving from guest to lodger in your host home

- If you are a single person sharing accommodation with your host, for example you have your own bedrooms and share a kitchen with your host, the [Excluded Licence Agreement](#) is most suitable (also available in [Ukrainian](#) and [Russian](#)).
- You will need to agree with your host/landlord whether you need to contribute to wards bills and Council Tax.
- The maximum benefit rent paid is £488.67 per month over the age of 18
- Your host will no longer be able to claim the Thank You payment.



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What to do if something doesn't feel right...



МИ ТУТ ДЛЯ ТОГО, ЩОБ ДОПОМОГТИ

Ласкаво просимо до Суррей. Ми хотіли б переконатися, що Вас розміщено у Великобританії та у Суррей щасливо та безпечно.

Ми тут для того, щоб допомогти

Багато корисної інформації та порад, в тому числі, як отримати місце у школі та доступ до безкоштовного транспорту, а також до фінансової допомоги, можна знайти на сайті www.surreycc.gov.uk/ukraine

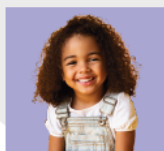
Допомога, а також інші варіанти розміщення завжди наявні, якщо у Вас виникнуть труднощі з розміщенням в Вашій новій оселі.

Ви можете зателефонувати на гарячу лінію суспільства Суррей **0300 200 1008** (9:00-17:00, з понеділка по п'ятницю, окрім святкових днів).



UKRAINIAN

NO ONE LEFT BEHIND



Що робити, якщо щось іде не так...

Якщо Ви турбуєтесь про благополуччя та безпеку дитини або неповнолітнього, Ви можете звернутися до Ради графства Суррей на електронну пошту cspa@surreycc.gov.uk

Якщо Ви турбуєтесь, що дорослий піддається ризику завдання йому шкоди, жорсткого поводження або нехтування основними потребами, будь ласка, повідомте про це на електронну пошту ascmash@surreycc.gov.uk

З будь-якого з цих питань Ви можете зателефонувати за номером **0300 470 9100** (доступний з 9:00-17:00, з понеділка по п'ятницю)

Ввечері, по вихідних та святкових днях доступна Чергова екстрена служба за телефоном **01483 517898** або за електронною адресою edt.ssd@surreycc.gov.uk

Якщо Ви занепокоєні випадками жорсткого поводження, такими як сексуальна експлуатація, примусова праця, а також загрозна або лякаюча поведінка, Ви можете подзвонити на Гарячу лінію з питань сучасного рабства конфіденційно **08000 121 700** (доступ цілодобово, без вихідних).

У надзвичайній ситуації або загрози життя дзвоніть **999**

Для того, щоб зв'язатися з поліцією в звичайному режимі, коли це не надзвичайна ситуація, телефонуйте за номером 101 або відвідайте сайт поліції графства Суррей at www.surrey.police.uk



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Future meetings

- Shared accommodation
 - creating an HMO
 - Universal Credit with multiple tenants in one property
- Affordability
- Houses of Multiple Occupation (HMO)
- Preventing homelessness
- Suggestions?



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Useful links – Корисні посилання

- **Where can you afford to rent – Де ви можете собі дозволити орендувати**
[Understanding Local Housing Allowances rates and broad rental market areas - GOV.UK](https://www.gov.uk/guidance/understanding-local-housing-allowances-rates-and-broad-rental-market-areas)
(www.gov.uk)
- **Funding deposits – Фінансування депозитів**
[Options if you cannot afford a deposit or rent in advance - Shelter England](https://www.shelter.org.uk/your-home/renting/rental-deposits)
- **Switch from guest to lodger – Перехід від гострі до квартиранта**
[Homes for Ukraine: excluded licence agreement | GOV.WALES](https://gov.wales/guidance/homes-for-ukraine-excluded-licence-agreement)
- **Your living arrangements 4 – 6 months after arriving in the UK**
- **Ваше життя 4 – 6 після прибуття у Великобританію**
[Your living arrangements 4 to 6 months after moving to the UK - GOV.UK](https://www.gov.uk/guidance/your-living-arrangements-4-to-6-months-after-moving-to-the-uk)
(www.gov.uk)



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Useful links – Корисні посилання

- **Welcome guide – Посібник ‘ласкаво просимо’**

www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

- **Applying for benefits – Подача заявки на соціальні виплати**

www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/

- **Woking Borough Council Ukraine webpage – сторінка Районної Ради Вокінгу для Українців**

<https://woking.gov.uk/community/ukrainian-refugees-support-and-information>

Surrey County Council Ukraine webpage – сторінка Обласної Ради Саррі для Українців

<https://www.surreycc.gov.uk/community/housing/support-for-ukrainian-nationals>

- **Reporting a hate crime – як повідомити поліцію про злочин на ґрунті ненависті**

Report it to Surrey Police via 999, 101 or www.surrey.police.uk/reportcrime and please quote reference 45220047425. Дзвоніть 999, 111 або за посиланням, цитуючи номер 45220047425.



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Useful links – Корисні посилання

- [Tenancy Deposit legislation – Законодавство про орендні депозити](#)
- <https://www.gov.uk/tenancy-deposit-protection>
- [Evidencing immigration status and extending beyond 6 months – Засвідчення імміграційного статусу та продовження понад 6 місяців](#)
- [Immigration information for Ukrainians: next steps after arriving in the UK \(accessible version\) - GOV.UK \(www.gov.uk\)](#)



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